

FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Sep-19**Year:** 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Only one bill in a Financial Year	1,425	567	1,992	991	70	1,061	931
Final bill for vacation of premises /	5 days	42	109	151	119	4	123	28
Non payment of dues by the	15 days	11	226	237	219	2	221	16
Request for reconnection	24hrs	78	953	1,031	820	134	954	77
Consumer wanting disconnection	5 days	755	4,380	5,135	3,058	1,388	4,446	689