

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Feb'19

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
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	7 Days	162	265	427	168	2	170	257
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	71	922	993	901	0	901	92
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		305	1947	2252	1972	0	1972	280

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopened due to the reasons at consumers end
 ii) Rejected cases not considered
 iii) There is no complaint category mentioned in DERC regulations as " Non- payment of dues by the consumer"