

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Nov'18

| 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 | 38 | 60 | 98 | 44 | 0 | 44 | 54 |
| Non- payment of dues by the consumer | NA | | | | | | | |
| Request for reconnection | 1 Dday | 79 | 811 | 890 | 826 | 1 | 827 | 63 |
| Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection | | 551 | 2362 | 2913 | 2518 | 0 | 2518 | 395 |

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"