

**Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Dec'21**

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	28	131	159	122	0	122	37
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	35	829	864	804	2	806	58
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		262	1809	2071	1847	0	1847	224

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopned 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"