Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Mar'25

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	7	19	26	23	0	23	3
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	63	773	836	773	0	773	63
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		292	2244	2536	2261	0	2261	275

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"