Complaints about consumer's bills, disconnection, reconnection of supply - Format X - July'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	52	126	178	146	0	146	32
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	53	643	696	626	0	626	70
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		399	1978	2377	1950	4	1954	423

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"