Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Aug'24

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	104	230	334	265	0	265	69
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	31	332	363	327	1	328	35
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		302	2087	2389	2046	0	2046	343

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"