

### Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Sept'17

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	9	39	48	41	0	41	7
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	68	842	910	795	33	828	82
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		373	1522	1895	1596	6	1602	293

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