Complaints about consumer's bills, disconnection, reconnection of supply - Format X - July'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	181	612	793	689	0	689	104
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	34	383	417	384	2	386	31
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		296	2202	2498	2196	0	2196	302

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"