Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Jun'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	35	562	597	416	0	416	181
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	18	306	324	290	0	290	34
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		285	2012	2297	2001	0	2001	296

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"