Format X

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - May'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	12	199	211	176	0	176	35
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	25	353	378	360	0	360	18
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		296	2342	2638	2353	0	2353	285

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"