## Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Aug'22

| 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 | 180 | 3 | 183 | 181 | 0 | 181 | 2 |
| Non- payment of dues by the consumer | NA | | | | | | | |
| Request for reconnection | 1 Dday | 36 | 622 | 658 | 568 | 0 | 568 | 90 |
| Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection | | 229 | 1848 | 2077 | 1760 | 0 | 1760 | 317 |

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"