Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Feb'21

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	76	133	209	159	0	159	50
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	32	719	751	680	8	688	63
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		284	2021	2305	1983	1	1984	321

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"