Complaints about consumer's bills, disconnection, reconnection of supply - Format X - July'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	59	590	649	469	0	469	180
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	29	609	638	601	1	602	36
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		203	1902	2105	1876	0	1876	229

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"

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