Complaints about consumer's bills, disconnection, reconnection of supply - Format X - July'23

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	33	573	606	493	0	493	113
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	24	486	510	474	0	474	36
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		303	2048	2351	2049	0	2049	302

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"