Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Jun'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	212	156	368	188	90	278	90
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	4	53	57	26	7	33	24
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		23	337	360	135	24	159	201

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"