Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Jun'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	51	261	312	253	0	253	59
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	38	540	578	549	0	549	29
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		267	1789	2056	1853	0	1853	203

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"