Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Mar'20

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	31	2	33	33	0	33	0
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	48	336	384	383	0	383	1
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		169	1059	1228	1225	1	1226	2

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"