## Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Mar'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 | 50 | 120 | 170 | 141 | 11 | 152 | 18 |
| Non- payment of dues by the consumer | NA | | | | | | | |
| Request for reconnection | 1 Dday | 63 | 786 | 849 | 782 | 19 | 801 | 48 |
| Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection | | 321 | 2109 | 2430 | 2155 | 7 | 2162 | 268 |

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"