Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Oct'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	88	287	375	311	11	322	53
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	38	335	373	332	5	337	36
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		306	1728	2034	1701	33	1734	300

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"