Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Sept'23

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	59	413	472	387	1	388	84
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	20	415	435	400	0	400	35
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		254	1892	2146	1834	0	1834	312

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"