Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Apr'24								
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	28	126	154	142	0	142	12
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	62	378	440	415	0	415	25
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		348	2329	2677	2381	0	2381	296

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"