Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Nov'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	21	127	148	133	0	133	15
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	43	401	444	411	0	411	33
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		369	1918	2287	1864	1	1865	422

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"