Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Oct'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	84	285	369	347	1	348	21
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	35	527	562	519	0	519	43
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		312	2365	2677	2308	0	2308	369

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"