

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - July'25								
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	14	296	310	267	0	267	43
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	24	380	404	365	0	365	39
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		276	2187	2463	2214	0	2214	249

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopened 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"