

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - May'26

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	8	90	98	76	0	76	22
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	14	336	350	341	1	342	8
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		270	2226	2496	2294	0	2294	202

- 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"