

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Oct'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	16	122	138	120	0	120	18
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	24	313	337	320	0	320	17
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		361	2480	2841	2531	0	2531	310

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"