

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Sept'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	28	97	125	109	0	109	16
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	29	411	440	416	0	416	24
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		267	2083	2350	1989	0	1989	361

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"