

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Nov'17

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	11	59	70	43	0	43	27
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	96	860	956	875	0	875	81
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		330	1796	2126	1783	0	1783	343

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"