

### Complaint about meters - Format V - Dec'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
Complaint lodged for accuracy test of meter-Fast	15 days	154	374	528	423	0	423	105
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	105	1064	1169	899	1	900	269
Complaint lodged for burnt meter	3 Days	127	1311	1438	1365	0	1365	73
Complaint lodged for stolen meter	15 Days	1	12	13	10	0	10	3

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