

### Complaint about meters - Format V - July'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                            |
| Complaint lodged for accuracy test of meter-Fast | 15 days  | 329                                     | 1006                                | 1335            | 860                                  | 0                     | 860   | 475                              |
| Complaint lodged for accuracy test of meter-Slow |          | 0                                       |                                     | 0               |                                      |                       | 0     | 0                                |
| Complaint lodged for defective / stuck meter     | 15 Days  | 124                                     | 672                                 | 796             | 715                                  | 0                     | 715   | 81                               |
| Complaint lodged for burnt meter                 | 3 Days   | 103                                     | 2483                                | 2586            | 2530                                 | 0                     | 2530  | 56                               |
| Complaint lodged for stolen meter                | 15 Days  | 0                                       | 7                                   | 7               | 7                                    | 0                     | 7     | 0                                |

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