

### Complaint about meters - Format V - 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
Complaint lodged for accuracy test of meter-Fast	15 days	345	566	911	703	0	703	208
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	90	467	557	453		453	104
Complaint lodged for burnt meter	3 Days	138	1580	1718	1614		1614	104
Complaint lodged for stolen meter	15 Days	1	5	6	4	0	4	2

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