

Complaint about meters - Format V - 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 |
| Complaint lodged for accuracy test of meter-Fast | 15 days | 317 | 897 | 1214 | 869 | 0 | 869 | 345 |
| Complaint lodged for accuracy test of meter-Slow | | 0 | | 0 | | | 0 | 0 |
| Complaint lodged for defective / stuck meter | 15 Days | 109 | 617 | 726 | 636 | 0 | 636 | 90 |
| Complaint lodged for burnt meter | 3 Days | 198 | 1898 | 2096 | 1958 | 0 | 1958 | 138 |
| Complaint lodged for stolen meter | 15 Days | 2 | 6 | 8 | 7 | 0 | 7 | 1 |

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