

### Complaint about meters - Format V - May'21

| 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                                       |                                     | 5=3+4           | 6                                    | 7                     | 8=6+7 | 9=5-8                            |
| Complaint lodged for accuracy test of meter-Fast | 15 days  | 24                                      | 144                                 | 168             | 79                                   | 5                     | 84    | 84                               |
| Complaint lodged for accuracy test of meter-Slow |          | 0                                       |                                     | 0               |                                      |                       | 0     | 0                                |
| Complaint lodged for defective / stuck meter     | 15 Days  | 20                                      | 142                                 | 162             | 148                                  | 1                     | 149   | 13                               |
| Complaint lodged for burnt meter                 | 3 Days   | 78                                      | 773                                 | 851             | 719                                  | 0                     | 719   | 132                              |
| Complaint lodged for stolen meter                | 15 Days  | 0                                       | 5                                   | 5               | 5                                    | 0                     | 5     | 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