

FORMAT V: Complaint about meters	
Name of Company:	BSES RAJDHANI POWER LIMITED.
Period of Report:	Jul-19
Year:	2019

Period of Report: Jul-19

Year: 2019

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
					With in 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	Within fifteen days	1200	3980	5180	2526	325	2851	2329
Complaint lodged for accuracy test of meter-Slow	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	583	2460	3043	1558	1067	2625	418
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	962	4958	5920	3516	1701	5217	703
Complaint lodged for stolen meter		5	54	59	41	9	50	9