

FORMAT V: Complaint about meters								
Name of Company:		BSES RAJDHANI POWER LIMITED.						
Period of Report:		Sep-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	2316	3400	5716	2727	1206	3933	1783
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	285	1475	1760	1087	313	1400	360
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	669	3706	4375	2933	924	3857	518
Complaint lodged for stolen meter		5	53	58	42	8	50	8