

Complaint about meters - Format V - Jan'11

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month | Total Complaint |
|--|----------|---|-------------------------------------|-----------------|
| 1 | 2 | 3 | 4 | 5=3+4 |
| Complaint lodged for accuracy test of meter-Fast | 15 days | 160 | 525 | 685 |
| Complaint lodged for accuracy test of meter-Slow | | 0 | | 0 |
| Complaint lodged for defective / stuck meter | 15 Days | 157 | 830 | 987 |
| Complaint lodged for burnt meter | 3 Days | 158 | 1319 | 1477 |
| Complaint lodged for stolen meter | 15 Days | 5 | 23 | 28 |

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopened due
ii) Rejected cases not considered

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| Complaints attended during the month | | | Balance complaint to be attended |
|--------------------------------------|-----------------------|-------|----------------------------------|
| Within Specified Time | Beyond specified time | Total | |
| 6 | 7 | 8=6+7 | 9=5-8 |
| 513 | 0 | 513 | 172 |
| | | 0 | 0 |
| 851 | 1 | 852 | 135 |
| 1334 | 0 | 1334 | 143 |
| 23 | 0 | 23 | 5 |

to the reasons at consumers end