

**Complaint about meters**

**Format-V**

**Name of Company** BSES Yamuna Power Ltd, New Delhi  
**Period of Report** October  
**Year** 2017

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	Within fifteen days of receipt of complaint	715	996	1711	996	0	996	715
Complaint lodged for accuracy test of meter-Slow	Within fifteen days of receipt of complaint	0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	126	992	1118	941	0	941	177
Complaint lodged for burnt meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter.Meter to be	203	1362	1565	1397	3	1400	165
Complaint lodged for stolen meter	Meter to be replaced within three days	1	9	10	7	0	7	3

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