

# Complaint about meters

# - Format V

Name of Company BSES Yamuna Power Ltd,New Delhi  
 Period of Report September  
 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  | 784                                     | 1691                                | 2475            | 1808                                 | 0                     | 1808  | 667                              |
| 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   | 204                                     | 895                                 | 1099            | 970                                  | 3                     | 973   | 126                              |
| 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 replaced within three days | 202                                     | 1821                                | 2023            | 1829                                 | 22                    | 1851  | 172                              |
| Complaint lodged for stolen meter                | Meter to be replaced within three days   | 3                                       | 8                                   | 11              | 7                                    | 0                     | 7     | 4                                |

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