

Annex 5.1 (Ref. Clause 5.19)

Meter Related Complaints or Testing of Meter

Complaint Ref. No.:
(To be given by Licensee)

1. Name, address and telephone No., if any of the complaint.
 2. Book Number/Service Connection Number
 3. Brief description of the complaint-Burnt out/completely stopped/Fast/Seal broken/Testing of Meter
 4. Initial cost of meter was borne by consumer/Licensee
 5. Complainant desires to provide/has provided a new meter for replacement (Yes/No)
 6. Any other information
- Date: *(Signature of Applicant)*

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(For Office Use)

1. Site verification report Signature
(JMT/SMT)
2. Comments of AE (Meter) Signature
E (Meter)
3. Reference of informing the consumer within seven days

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ACKNOWLEDGEMENT TO BE HANDED OVER TO THE CONSUMER

1. Complaint reference No.
(To be given by Licensee)
2. Complaint received by
(Name & Designation)
3. Complaint receiving date
4. Target time to resolve

Signature of Licensees