

Licencee: North Eastern Electricity Supply Company of Orissa Limited
CONSUMER COMPLAINTS

| SL.N O. | TYPE OF COMPLAINT | NO.OF COMPLAINTS RECEIVED DURING | | |
|------------|--|---|---|--|
| | | 1st six months of previous year 2007-08 | 2nd six months of previous year 2007-08 | 1st six months of current year 2008-09 |
| 1 | Interruption due to problem in LT supply | | | |
| | (Fuse off call at aerial cutouts/Sealable cutout,snapping of wires,falling of trees on overhead lines,fire due to short circuit of LT lines consequent to loose spans and touching of tree branches) | 12895 | 14189 | 35600 |
| 2 | Problems in metering and meter reading | | | |
| | (Dealy in replacement of non-recording meters,replacement of burnt out meter,replacement of meters recording excess consumption due to creeping,breakage os seals provided to the meter,mistakes in totaling by the MR while issuing the bills,wrong notin | 2732 | 4241 | 11920 |
| 3 | Errors in billing | | | |
| | (Excessive billing,amount already paid by consumer shown as arrears,wrong application of tariff,posting of wrong initial reading,showing the short claims in the monthly bill without furnishing the details to the consumer,wrong postings,i.e. postings | 23480 | 14810 | 15895 |
| 4 | Any other | Nil | Nil | Nil |