

Complaint about meters - Format V - Mar'18

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	15 days	127	405	532	400	0	400	132
Complaint lodged for accuracy test of meter-Slow		0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	15 Days	107	633	740	537	1	538	202
Complaint lodged for burnt meter	3 Days	116	769	885	787	1	788	97
Complaint lodged for stolen meter	15 Days	0	13	13	10	0	10	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