

Complaint about meters - Format V - Oct'20

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	651	1204	1855	1350	31	1381	474
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	380	1008	1388	1233	0	1233	155
Complaint lodged for burnt meter	3 Days	315	1675	1990	1756	13	1769	221
Complaint lodged for stolen meter	15 Days	2	13	15	11	0	11	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