

Complaint about meters - Format V - Feb'26

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	205	570	775	615	2	617	158
Complaint lodged for accuracy test of meter-Slow		0		0		0	0	0
Complaint lodged for defective / stuck meter	15 Days	187	818	1005	895	0	895	110
Complaint lodged for burnt meter	3 Days	139	1207	1346	1277	2	1279	67
Complaint lodged for stolen meter	15 Days	2	4	6	5	0	5	1

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