

Complaint about meters - Format V - Jan'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	105	453	558	353	0	353	205
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	269	1101	1370	1183	0	1183	187
Complaint lodged for burnt meter	3 Days	73	1387	1460	1321	0	1321	139
Complaint lodged for stolen meter	15 Days	3	12	15	12	1	13	2

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