

**Complaint about meters - Format V - Oct'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	790	1095	1885	1554	0	1554	331
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	217	840	1057	910	3	913	144
Complaint lodged for burnt meter	3 Days	218	1473	1691	1493	1	1494	197
Complaint lodged for stolen meter	15 Days	6	23	29	17	0	17	12

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