

Complaint about meters - Format V - May'19

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	189	763	952	685	0	685	267
Complaint lodged for accuracy test of meter-Slow		0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	15 Days	131	724	855	745	1	746	109
Complaint lodged for burnt meter	3 Days	335	2398	2733	2455	0	2455	278
Complaint lodged for stolen meter	15 Days	5	11	16	12	0	12	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