

Complaint about meters - Format V - Apr'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	10	46	56	10	0	10	46
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	3	24	27	25	1	26	1
Complaint lodged for burnt meter	3 Days	41	503	544	498	1	499	45
Complaint lodged for stolen meter	15 Days	0	1	1	1	0	1	0

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