

Complaint about meters - Format V - Apr'21

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		5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	15 days	153	209	362	338	0	338	24
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	205	227	432	412	0	412	20
Complaint lodged for burnt meter	3 Days	175	880	1055	966	11	977	78
Complaint lodged for stolen meter	15 Days	2	3	5	5	0	5	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