

Complaint about meters - Format V - Aug'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	911	1507	2418	1567	11	1578	840
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	80	561	641	552	0	552	89
Complaint lodged for burnt meter	3 Days	405	2598	3003	2650	5	2655	348
Complaint lodged for stolen meter	15 Days	1	5	6	5	0	5	1

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