

Complaint about meters - Format V - Dec'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	224	453	677	539	0	539	138
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	115	675	790	666	0	666	124
Complaint lodged for burnt meter	3 Days	162	1404	1566	1372	0	1372	194
Complaint lodged for stolen meter	15 Days	2	9	11	10	0	10	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