

Complaint about meters - Format V - Dec'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		5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	15 days	168	467	635	472	0	472	163
Complaint lodged for accuracy test of meter-Slow		0		0		0	0	0
Complaint lodged for defective / stuck meter	15 Days	88	871	959	852	0	852	107
Complaint lodged for burnt meter	3 Days	198	1363	1561	1442	8	1450	111
Complaint lodged for stolen meter	15 Days	3	8	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