

**Complaint about meters - Format V - Feb'22**

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	131	612	743	551	0	551	192
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	204	1465	1669	1292	0	1292	377
Complaint lodged for burnt meter	3 Days	199	1224	1423	1237	1	1238	185
Complaint lodged for stolen meter	15 Days	0	8	8	7	0	7	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