

Complaint about meters - Format V - Jan'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	127	335	462	331	0	331	131
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	256	1247	1503	1299	0	1299	204
Complaint lodged for burnt meter	3 Days	150	1270	1420	1221	0	1221	199
Complaint lodged for stolen meter	15 Days	3	6	9	9	0	9	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