

Complaint about meters - Format V - July'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	574	1877	2451	1536	4	1540	911
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	186	804	990	847	63	910	80
Complaint lodged for burnt meter	3 Days	443	3255	3698	3293	0	3293	405
Complaint lodged for stolen meter	15 Days	1	12	13	12	0	12	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