

### Complaint about meters - Format V - July'21

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	96	1278	1374	584	0	584	790
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	195	1246	1441	1230	0	1230	211
Complaint lodged for burnt meter	3 Days	48	3430	3478	2980	0	2980	498
Complaint lodged for stolen meter	15 Days	2	9	11	9	0	9	2

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