

Complaint about meters - Format V - Jun'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	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	15 days	132	607	739	438	0	438	301
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	10	291	301	243	0	243	58
Complaint lodged for burnt meter	3 Days	200	1766	1966	1691	0	1691	275
Complaint lodged for stolen meter	15 Days	1	10	11	8	0	8	3

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