

Complaint about meters - Format V - Mar'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	192	497	689	604	0	604	85
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	377	1216	1593	1289	0	1289	304
Complaint lodged for burnt meter	3 Days	185	1194	1379	1226	1	1227	152
Complaint lodged for stolen meter	15 Days	1	15	16	13	0	13	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