

Complaint about meters - Format V - Nov'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	571	666	1237	1000	13	1013	224
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	74	586	660	543	2	545	115
Complaint lodged for burnt meter	3 Days	152	1295	1447	1284	1	1285	162
Complaint lodged for stolen meter	15 Days	1	6	7	5	0	5	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