

Complaint about meters - Format V - Nov'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		5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	15 days	474	560	1034	865	1	866	168
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	155	818	973	885	0	885	88
Complaint lodged for burnt meter	3 Days	221	1349	1570	1367	5	1372	198
Complaint lodged for stolen meter	15 Days	4	10	14	11	0	11	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