

Complaint about meters - Format V - Oct'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	774	1317	2091	1518	2	1520	571
Complaint lodged for accuracy test of meter-Slow		0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	15 Days	88	639	727	652	1	653	74
Complaint lodged for burnt meter	3 Days	287	1835	2122	1969	1	1970	152
Complaint lodged for stolen meter	15 Days	1	9	10	9	0	9	1

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