

### Complaint about meters - Format V - Sept'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	840	1643	2483	1708	1	1709	774
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	89	680	769	680	1	681	88
Complaint lodged for burnt meter	3 Days	348	2602	2950	2659	4	2663	287
Complaint lodged for stolen meter	15 Days	1	12	13	11	1	12	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