

Complaint about meters - Format V - Sep'21

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	790	1421	2211	1529	0	1529	682
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	211	1447	1658	1459	0	1459	199
Complaint lodged for burnt meter	3 Days	498	2900	3398	3041	1	3042	356
Complaint lodged for stolen meter	15 Days	2	12	14	14	0	14	0

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