

### Complaint about meters - Format V - Apr'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	200	517	717	528	0	528	189
Complaint lodged for accuracy test of meter-Slow		0		0	0	0	0	0
Complaint lodged for defective / stuck meter	15 Days	62	460	522	391	0	391	131
Complaint lodged for burnt meter	3 Days	135	1743	1878	1538	5	1543	335
Complaint lodged for stolen meter	15 Days	2	7	9	4	0	4	5

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