

Complaint about meters - Format V - Dec'18

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	289	535	824	663	1	664	160
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	114	852	966	809	0	809	157
Complaint lodged for burnt meter	3 Days	132	1286	1418	1259	1	1260	158
Complaint lodged for stolen meter	15 Days	6	13	19	14	0	14	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