

Complaint about meters - Format V - Apr'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	132	341	473	350	0	350	123
Complaint lodged for accuracy test of meter-Slow		0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	15 Days	202	609	811	671	0	671	140
Complaint lodged for burnt meter	3 Days	97	1210	1307	1101	0	1101	206
Complaint lodged for stolen meter	15 Days	3	14	17	14	0	14	3

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