

Complaint about meters - Format V - May'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	123	512	635	432	0	432	203
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	140	956	1096	998	0	998	98
Complaint lodged for burnt meter	3 Days	206	1661	1867	1553	0	1553	314
Complaint lodged for stolen meter	15 Days	3	26	29	25	0	25	4

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