

Complaint about meters - Format V - Mar'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	190	596	786	586	0	586	200
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	109	563	672	609	1	610	62
Complaint lodged for burnt meter	3 Days	117	1094	1211	1076	0	1076	135
Complaint lodged for stolen meter	15 Days	3	9	12	10		10	2

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