

### Complaint about meters - Format V - Nov'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	331	645	976	685	2	687	289
Complaint lodged for accuracy test of meter-Slow		0		0		0	0	0
Complaint lodged for defective / stuck meter	15 Days	144	597	741	626	1	627	114
Complaint lodged for burnt meter	3 Days	197	1184	1381	1243	6	1249	132
Complaint lodged for stolen meter	15 Days	12	14	26	20	0	20	6

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