

Complaint about meters - Format V - Aug'20

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	716	1432	2148	1455	2	1457	691
Complaint lodged for accuracy test of meter-Slow		0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	15 Days	123	1019	1142	882	0	882	260
Complaint lodged for burnt meter	3 Days	252	2355	2607	2283	0	2283	324
Complaint lodged for stolen meter	15 Days	3	10	13	12	0	12	1

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