

Complaint about meters - Format V - July'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	301	1106	1407	691	0	691	716
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	58	746	804	677	4	681	123
Complaint lodged for burnt meter	3 Days	275	2499	2774	2521	1	2522	252
Complaint lodged for stolen meter	15 Days	3	9	12	9	0	9	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