

Complaint about meters - Format V - June'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	203	1020	1223	689	0	689	534
Complaint lodged for accuracy test of meter-Slow		0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	15 Days	98	560	658	515	0	515	143
Complaint lodged for burnt meter	3 Days	314	2557	2871	2589	1	2590	281
Complaint lodged for stolen meter	15 Days	4	10	14	14	0	14	0

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