

Complaint about meters - Format V - Dec'21

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	207	480	687	560	0	560	127
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	277	1776	2053	1797	0	1797	256
Complaint lodged for burnt meter	3 Days	170	1334	1504	1354	0	1354	150
Complaint lodged for stolen meter	15 Days	1	25	26	23	0	23	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