Complaint about meters - Format V - Mar'25								
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	143	310	453	361	0	361	92
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	85	398	483	412	0	412	71
Complaint lodged for burnt meter	3 Days	132	1026	1158	1006	0	1006	152
Complaint lodged for stolen meter	15 Days	3	15	18	18	0	18	0

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopned due to the reasons at consumers end
ii) Rejected cases not considered