Complaint about meters - Format V - July'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	534	2119	2653	1556	0	1556	1097
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	143	608	751	563	0	563	188
Complaint lodged for burnt meter	3 Days	281	2452	2733	2382	2	2384	349
Complaint lodged for stolen meter	15 Days	0	14	14	10	1	11	3

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