Complaint about meters - Format V - Jan'24

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	210	644	854	559	0	559	295
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	28	926	954	829	0	829	125
Complaint lodged for burnt meter	3 Days	187	1473	1660	1506	0	1506	154
Complaint lodged for stolen meter	15 Days	0	19	19	17	0	17	2

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