Complaint about meters - Format V - Dec'17

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	245	411	656	531	3	534	122
Complaint lodged for accuracy test of meter-Slow		0		0	0	0	0	0
Complaint lodged for defective / stuck meter	15 Days	139	866	1005	858	1	859	146
Complaint lodged for burnt meter	3 Days	126	1021	1147	1024	0	1024	123
Complaint lodged for stolen meter	15 Days	1	12	13	9	1	10	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