Complaint about meters - Format V - Sept'20

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	691	1739	2430	1779	0	1779	651
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	260	1478	1738	1357	1	1358	380
Complaint lodged for burnt meter	3 Days	324	2406	2730	2414	1	2415	315
Complaint lodged for stolen meter	15 Days	1	10	11	9	0	9	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