Complaint about meters - Format V - Aug'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	1407	1699	3106	2141	0	2141	965
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	151	738	889	714	0	714	175
Complaint lodged for burnt meter	3 Days	342	2191	2533	2238	0	2238	295
Complaint lodged for stolen meter	15 Days	3	6	9	7	0	7	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