Complaint about meters - Format V - July'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	1476	2493	3969	2562	0	2562	1407
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	151	754	905	754	0	754	151
Complaint lodged for burnt meter	3 Days	410	2626	3036	2693	1	2694	342
Complaint lodged for stolen meter	15 Days	0	12	12	9	0	9	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