Complaint about meters - Format V - Jun'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	342	2305	2647	1171	0	1171	1476
Complaint lodged for accuracy test of meter-Slow		0	0	0			0	0
Complaint lodged for defective / stuck meter	15 Days	114	538	652	501	0	501	151
Complaint lodged for burnt meter	3 Days	304	2750	3054	2644	0	2644	410
Complaint lodged for stolen meter	15 Days	2	12	14	14	0	14	0

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