Format V

Complaint about meters - Format V - May'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	179	789	968	626	0	626	342
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	100	685	785	671	0	671	114
Complaint lodged for burnt meter	3 Days	169	2089	2258	1953	1	1954	304
Complaint lodged for stolen meter	15 Days	0	9	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