Complaint about meters - Format V - May'23

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	133	428	561	385		385	176
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	51	410	461	370	1	371	90
Complaint lodged for burnt meter	3 Days	174	1706	1880	1621		1621	259
Complaint lodged for stolen meter	15 Days	0	8	8	8		8	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