Complaint about meters - Format V - Apr'22

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	85	333	418	303	0	303	115
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	304	1380	1684	1349	0	1349	335
Complaint lodged for burnt meter	3 Days	152	1910	2062	1780	0	1780	282
Complaint lodged for stolen meter	15 Days	3	14	17	16	0	16	1

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