## Complaint about meters - Format V - Apr'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 | 170 | 299 | 469 | 336 | 0 | 336 | 133 |
| Complaint lodged for accuracy test of meter-Slow | | 0 | | 0 | | | 0 | 0 |
| Complaint lodged for defective / stuck meter | 15 Days | 55 | 275 | 330 | 279 | 0 | 279 | 51 |
| Complaint lodged for burnt meter | 3 Days | 202 | 1272 | 1474 | 1299 | 1 | 1300 | 174 |
| Complaint lodged for stolen meter | 15 Days | 5 | 8 | 13 | 13 | 0 | 13 | 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