Complaint about meters - Format V - Aug'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	717	1798	2515	1489	0	1489	1026
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	94	660	754	618	0	618	136
Complaint lodged for burnt meter	3 Days	373	2200	2573	2370	0	2370	203
Complaint lodged for stolen meter	15 Days	1	11	12	11	0	11	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