Complaint about meters - Format V - Feb'20

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	417	1321	1738	1275	0	1275	463
Complaint lodged for accuracy test of meter-Slow		0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	15 Days	158	940	1098	996	1	997	101
Complaint lodged for burnt meter	3 Days	156	1178	1334	1219	0	1219	115
Complaint lodged for stolen meter	15 Days	0	5	5	4	0	4	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