Complaint about meters - Format V - Feb'21

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		5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	15 days	205	779	984	684	0	684	300
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	175	622	797	674	1	675	122
Complaint lodged for burnt meter	3 Days	170	1122	1292	1103	0	1103	189
Complaint lodged for stolen meter	15 Days	1	13	14	13	0	13	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