Complaint about meters - Format V - Jan'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	138	819	957	540	0	540	417
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	124	970	1094	936	0	936	158
Complaint lodged for burnt meter	3 Days	194	1460	1654	1497	1	1498	156
Complaint lodged for stolen meter	15 Days	1	6	7	7	0	7	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