Complaint about meters - Format V - Jan'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	163	513	676	471	0	471	205
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	107	939	1046	871	0	871	175
Complaint lodged for burnt meter	3 Days	111	1255	1366	1195	1	1196	170
Complaint lodged for stolen meter	15 Days	1	6	7	6	0	6	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