Complaint about meters - Format V - July'22

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	410	1342	1752	981	1	982	770
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	197	1206	1403	1165	0	1165	238
Complaint lodged for burnt meter	3 Days	302	2754	3056	2748	0	2748	308
Complaint lodged for stolen meter	15 Days	1	9	10	9	0	9	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