Complaint about meters - Format V - July'23

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	317	1299	1616	899	0	899	717
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	133	556	689	595	0	595	94
Complaint lodged for burnt meter	3 Days	301	2283	2584	2211	0	2211	373
Complaint lodged for stolen meter	15 Days	1	5	6	5	0	5	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