Complaint about meters - Format V - Jun'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	84	157	241	105	40	145	96
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	13	387	400	202	3	205	195
Complaint lodged for burnt meter	3 Days	132	924	1056	960	48	1008	48
Complaint lodged for stolen meter	15 Days	0	2	2	0	0	0	2

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