Complaint about meters - Format V - Mar'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	300	550	850	696	1	697	153
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	122	636	758	552	1	553	205
Complaint lodged for burnt meter	3 Days	189	1176	1365	1187	3	1190	175
Complaint lodged for stolen meter	15 Days	1	15	16	14	0	14	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