Complaint about meters - Format V - Nov'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	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	15 days	526	661	1187	980	0	980	207
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	365	1541	1906	1629	0	1629	277
Complaint lodged for burnt meter	3 Days	284	1448	1732	1561	1	1562	170
Complaint lodged for stolen meter	15 Days	0	11	11	9	1	10	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