Complaint about meters - Format V - Nov'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	281	667	948	721	0	721	227
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	45	338	383	358	0	358	25
Complaint lodged for burnt meter	3 Days	188	1431	1619	1500	0	1500	119
Complaint lodged for stolen meter	15 Days	1	6	7	7	0	7	0

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