Complaint about meters - Format V - Oct'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	706	1032	1738	1202	10	1212	526
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	245	1671	1916	1551	0	1551	365
Complaint lodged for burnt meter	3 Days	266	1967	2233	1928	21	1949	284
Complaint lodged for stolen meter	15 Days	4	7	11	10	1	11	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