Complaint about meters - Format V - Oct'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	739	754	1493	1209	3	1212	281
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	67	319	386	341	0	341	45
Complaint lodged for burnt meter	3 Days	215	1758	1973	1783	2	1785	188
Complaint lodged for stolen meter	15 Days	3	15	18	17	0	17	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