Complaint about meters - Format V - Sept'18

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	939	1473	2412	1598	24	1622	790
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	218	830	1048	828	3	831	217
Complaint lodged for burnt meter	3 Days	251	1698	1949	1728	3	1731	218
Complaint lodged for stolen meter	15 Days	3	13	16	10	0	10	6

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