Complaint about meters - Format V - Sept'23

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	1026	2142	3168	1774	0	1774	1394
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	136	725	861	733	0	733	128
Complaint lodged for burnt meter	3 Days	203	2070	2273	2003	0	2003	270
Complaint lodged for stolen meter	15 Days	1	5	6	5	0	5	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