## Complaint about meters - Format V - Sept'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 | 649 | 1528 | 2177 | 1438 | 0 | 1438 | 739 |
| Complaint lodged for accuracy test of meter-Slow | | 0 | | 0 | | | 0 | 0 |
| Complaint lodged for defective / stuck meter | 15 Days | 214 | 922 | 1136 | 1068 | 1 | 1069 | 67 |
| Complaint lodged for burnt meter | 3 Days | 250 | 2292 | 2542 | 2326 | 1 | 2327 | 215 |
| Complaint lodged for stolen meter | 15 Days | 1 | 21 | 22 | 19 | 0 | 19 | 3 |

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