Complaint about meters - Format V - Apr'24

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	365	482	847	668	0	668	179
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	69	620	689	589	0	589	100
Complaint lodged for burnt meter	3 Days	193	1253	1446	1277	0	1277	169
Complaint lodged for stolen meter	15 Days	1	8	9	9	0	9	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