Complaint about meters - Format V - Mar'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	820	857	1677	1312	0	1312	365
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	118	595	713	644	0	644	69
Complaint lodged for burnt meter	3 Days	113	1096	1209	1016	0	1016	193
Complaint lodged for stolen meter	15 Days	0	11	11	10	0	10	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