Complaint about meters - Format V - Nov'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	742	653	1395	1156	0	1156	239
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	130	802	932	777	0	777	155
Complaint lodged for burnt meter	3 Days	195	1393	1588	1439	0	1439	149
Complaint lodged for stolen meter	15 Days	2	13	15	13	0	13	2

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