

Complaint about meters - Format V - Aug'25

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	280	852	1132	815	0	815	317
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	111	552	663	554	0	554	109
Complaint lodged for burnt meter	3 Days	158	1970	2128	1930	0	1930	198
Complaint lodged for stolen meter	15 Days	2	6	8	6	0	6	2

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopened due to the reasons at consumers end
 ii) Rejected cases not considered