

Complaint about meters - Format V - Aug'26

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	475	1023	1498	897	0	897	601
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	81	572	653	475	0	475	178
Complaint lodged for burnt meter	3 Days	56	2199	2255	2102	0	2102	153
Complaint lodged for stolen meter	15 Days	0	7	7	0	0	0	7

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