

Complaint about meters - Format V - Apr'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	94	261	355	254	0	254	101
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	61	560	621	513	0	513	108
Complaint lodged for burnt meter	3 Days	82	1452	1534	1487	0	1487	47
Complaint lodged for stolen meter	15 Days	10	4	14	14	0	14	0

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