

Complaint about meters - Format V - July'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	164	879	1043	763	0	763	280
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	82	649	731	620	0	620	111
Complaint lodged for burnt meter	3 Days	235	2254	2489	2331	0	2331	158
Complaint lodged for stolen meter	15 Days	1	7	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