

Complaint about meters - Format V - Jun'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	149	606	755	426	0	426	329
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	115	646	761	637	0	637	124
Complaint lodged for burnt meter	3 Days	215	2291	2506	2403	0	2403	103
Complaint lodged for stolen meter	15 Days	0	9	9	9	0	9	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