

Complaint about meters - Format V - May'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	101	326	427	278	0	278	149
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	108	515	623	508	0	508	115
Complaint lodged for burnt meter	3 Days	47	1982	2029	1814	0	1814	215
Complaint lodged for stolen meter	15 Days	0	8	8	8	0	8	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