Complaint about meters - Format V - Oct'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	456	571	1027	796	0	796	231
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	169	953	1122	1014	0	1014	108
Complaint lodged for burnt meter	3 Days	93	1811	1904	1820	0	1820	84
Complaint lodged for stolen meter	15 Days	0	8	8	7	0	7	1

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopned due to the reasons at consumers end

ii) Rejected cases not considered