

Complaint about meters - Format V - Nov'17

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	361	1010	1371	1126	0	1126	245
Complaint lodged for accuracy test of meter-Slow		0	0	0		0	0	0
Complaint lodged for defective / stuck meter	15 Days	177	902	1079	937	3	940	139
Complaint lodged for burnt meter	3 Days	196	1355	1551	1422	3	1425	126
Complaint lodged for stolen meter	15 Days	3	12	15	14	0	14	1

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