



New Connection where supply from Existing Line

(Regulation 4.7 of MERC, Standards of Performance Regulations, 2014)

| | Quarter | SOP Regulation No. | Parameters | Area | Pending Compliant Nos | Complaints In Current Qtr. | Total Complaints | With In Standard Of Performance | More Than Stipulated Time | Total Complaints Redressed | Pending Complaints End Of the Qtr |
|---|-------------|--------------------------|---|-------|-----------------------------|----------------------------------|---------------------|---------------------------------------|------------------------------------|----------------------------------|--|
| | | a | b | c | d | e | f=d+e | g | h | l=g+h | j=f-i |
| 4 | Q4_FY 15-16 | | | | | | | | | | 6 |
| | Q1_FY 16-17 | 4.7 | New Connection where supply from existing line | Urban | 6 | 198 | 204 | 204 | 0 | 204 | 0 |