



New Connection Inspection of Premises

(Regulation 4.3 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
1	Q4_FY 15-16										48
	Q1_FY 16-17	4.3	New Connection Inspection of Premises	Urban	48	2406	2454	2315	0	2315	139