



**Intimation of Charges Where Supply From Existing Lines**

(Regulation 4.4 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
2	Q4_FY 15-16										20
	Q1_FY 16-17	4.4	Intimation of Charges where supply from existing Lines	Urban	20	128	148	143	0	143	5