



Reconnection of Supply after Payment of Dues

(Regulation 6.10 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Month	SOP Regulation No	Parameters	Area	Pending Complaints Nos (Reconnection Requests)	Complaints in Current Qtr (Reconnection Requests)	Total Complaints (Total Reconnection Requests)	No. of Complaints Addressed			Pending complaints at the end of Qtr
								Within standards of Performance	More than stipulated Time	Total Complaints Addressed	
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
8	April	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	398	398	395	3	398	0
8	May	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	480	480	473	7	480	0
8	June	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	455	455	438	17	455	0