



**Intimation of Charges where supply to dedicated or after extension/augmentation**

(Regulation 4.5 & 4.6 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
3	Q1_FY 16-17										149
	Q2_FY 16-17	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	149	5362	5511	5348	0	5348	163