



**New Connection where supply after extension/augmentation**

(Regulation 4.8 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
5	Q1_FY 16-17										4467
	Q2_FY 16-17	4.8	New Connection where supply after extention/augentation	Urban	4467	1286	5753	1638	0	1638	4115