



**Replacement of Faulty Meter**

(Regulation 7.3 of MERC, Standards of Performance Regulations, 2014)

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
19	7.3	Replacement of faulty meter	Class I Cities	14	344	358	354	0	354	4



**Replacement of Burnt Meter**

(Regulation 7.4 of MERC, Standards of Performance Regulations, 2014)

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous	Complaints in Current Qtr	Total Complaints	Within Standards of performanc	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
20	7.4	Replacement of Burnt meter	Class I Cities	1	258	259	259	0	259	0