



Reconnection of Supply after Payment of Dues

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

Month	SOP regulation	Parameter	Area	Pending complaints	Complaints (Reconnection Requests (E))	Total complaints (Total Reconnection requests) F=(D+E)	Within Standards of Performance	More than Stipulated time(H)	Total complaints redressed	Pending complaints
	(A)	(B)	(C)	(Reconnection Requests)-Nos(D)			(G)		I=G+H	J=F-I
Apr-20	6.1	Reconnection of supply after payment of dues	Class- I Cities / Urban	1	18	19	18	1	19	1
May-20	6.1	Reconnection of supply after payment of dues	Class- I Cities / Urban	0	36	36	34	2	36	0
Jun-20	6.1	Reconnection of supply after payment of dues	Class- I Cities / Urban	0	115	115	114	1	115	0