



**New Connection Inspection of Premises**

(Regulation 4.3 of MERC, Standards of Performance Regulations, 2014)

Sr No	Qtr	SOP Regulation No	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous	Cases / Complaints in current Qtr.	No. of Cases/complaints addressed				Pending Complaints End Of the Qtr
							Total Cases / Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
1	Q1 FY21	4.3	New Connection - Inspection of premises	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	56	375	431	371	0	371	60