



New Connection where supply after commissioning of Sub-Station

(Regulation 4.9 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 Standard 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
6	Q1 FY21	4.9	New connection / add. Load where supply after commissioning of substation	One (1) year	5152	528	5680	435	0	435	5245