



Change of Name

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr No	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										325
9	April'19	4.13	Change Of Name	Change Of Name	325	6811	7136	6788	0	6788	348
	May'19										
	June'19										



Change of Category

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr No	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										15
10	April'19	4.13	Change of Category	Change of Category	15	109	124	118	0	118	6
	May'19										
	June'19										