



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 | l= g+h | j= f-i |
| 19 | 7.3 | Replacement of faulty meter | Class I Cities | 0 | 30 | 30 | 26 | 0 | 26 | 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 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 | l= g+h | j= f-i |
| 20 | 7.4 | Replacement of Burnt meter | Class I Cities | 0 | 195 | 195 | 195 | 0 | 195 | 0 |