



New Connection where supply after extension/augmentation

(Regulation 4.8 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 | | | | | | | | | | 7678 |
| 5 | April'19 | 4.8 | Supply Release | New Connection-B | 7678 | 2668 | 10346 | 2813 | 0 | 2813 | 7533 |
| | May'19 | | | | | | | | | | |
| | June'19 | | | | | | | | | | |