



Change of Category

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

Qtr	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
	Q1										6
Q2	July'20	4.13	Change of Category	Change of Category	6	106	112	107	0	107	5
	Aug'20										
	Sep'20										