



New Connection where supply from Existing Line

(Regulation 4.7 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 |
| | Q1 | | | | | | | | | | 78 |
| 4 | July'20 | 4.7 | Supply Release | New Connection-A | 78 | 59 | 137 | 131 | 0 | 131 | 6 |
| | Aug'20 | | | | | | | | | | |
| | Sep'20 | | | | | | | | | | |