



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
	Q2										380
9	Oct'20	4.13	Change Of Name	Change Of Name	380	6958	7338	6625	0	6625	713
	Nov'20										
	Dec'20										



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
	Q2										6
10	Oct'20	4.13	Change of Category	Change of Category	5	122	127	125	0	125	2
	Nov'20										
	Dec'20										