



New Connection where supply from Existing Line

(Regulation 4.7 of MERC, Standards of Performance Regulations, 2014)

| sr no | Qtr | Month | SOP Regulation No | Parameters | Parameters | Pending Compliant Nos | Complaints In Current Qtr. | Total Complaints | With In Standard 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 | | | | | | | | | | 453 |
| 4 | Q2 | July'18 | 4.7 | Supply Release | New Connection-A | 453 | 282 | 735 | 396 | 0 | 396 | 339 |
| | | Aug'18 | | | | | | | | | | |
| | | Sep'18 | | | | | | | | | | |

