



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	Complain ts In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaint s Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q3										338
4	Jan'19	4.7	Supply Release	New Connection-A	338	82	420	89	0	89	331
	Feb'19										
	Mar'19										