



### Time Period of Other Services

(Regulation 9.1 to 9.4 of MERC, Standards of Performance Regulations, 2005)

Month & Year	Change of Name		Change of Tariff Category		Reduction in Contract Demand		Closure of Accounts	
	Total No. of Requests / Complaints Received	No. (%) where service was provided within stipulated time	Total No. of Requests / Complaints Received	No. (%) where service was provided within stipulated time	Total No. of Requests / Complaints Received	No. (%) where service was provided within stipulated time	Total No. of Requests / Complaints Received	No. (%) where service was provided within stipulated time
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<b>FY 2010-11</b>								
April-10	364	100 %	6	100%	10	100 %	2	100 %
May-10	206	100%	3	100%	11	100%	12	100%
June-10	468	100%	17	100%	15	100%	07	100%
July - 10	630	100%	6	100%	14	100%	22	100%
Aug - 10	458	100%	7	100%	13	100%	8	100%
Sept – 10	309	100%	7	100%	16	100%	4	100%
Oct - 10	328	100%	19	100%	9	100%	9	100%
Nov - 10	322	100%	17	100%	11	100%	63	100%
Dec - 10	420	100%	8	100%	8	100%	13	100%
Jan - 11	521	100%	33	100%	11	100%	5	100%
Feb - 11	422	100%	61	100%	18	100%	3	100%
Mar - 11	711	100%	42	100%	18	100%	15	100%