



Reconnection of Disconnected Consumers

(Regulation 7.2 of MERC, Standards of Performance Regulations, 2005)

Month & Year	Total No. of Requests / Complaints received	No. (%) where service was restored within stipulated time
(1)	(2)	(3)
FY 2010-11		
April-10	50	100 %
May-10	29	100%
June-10	33	100%
July - 10	15	100%
Aug - 10	22	100%
Sept – 10	11	100%
Oct - 10	22	100%
Nov - 10	27	100%
Dec - 10	23	100%
Jan - 11	18	100%
Feb - 11	15	100%
Mar - 11	105	100%