



### 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 2009-10</b>								
April-09	152	100 %	15	100 %	04	100 %	NIL	NA
May-09	183	100 %	01	100 %	02	100 %	NIL	NA
June - 09	55	100 %	15	100 %	08	100 %	1	100%
July-09	62	100 %	6	100%	08	100 %	NIL	NA
Aug-09	94	100%	6	100%	10	100%	1	100%
Sept - 09	62	100%	42	100%	18	100%	3	100%
Oct - 09	176	100%	6	100%	06	100%	3	100%
Nov - 09	49	100%	3	100%	12	100%	NIL	NA
Dec - 09	135	100%	5	100%	07	100%	3	100%
Jan - 10	88	100%	5	100%	11	100%	2	100%
Feb - 10	98	70%	4	100%	5	100%	2	100%
Mar - 10	238	77%	7	100%	7	100%	1	100%