



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)
FY 2008-09								
April-08	66	100%	4	100%	2	100%	3	100%
May-08	0	NA	11	100%	25	100%	0	NA
June-08	0	NA	25	100%	11	100%	2	100%
July-08	29	100%	3	100%	19	100%	3	100%
August-08	53	100%	3	100%	12	100%	4	100%
September-08	61	100%	0	NA	9	100%	0	NA
October-08	62	100%	13	100%	28	100%	1	100%
November-08	48	100%	3	100%	9	100%	1	100%
December-08	62	100%	8	100%	15	100%	1	100%
January-09	89	100%	4	100%	15	100%	3	100%
February-09	129	100%	14	100%	16	100%	2	100%
March-09	100	100%	6	100%	28	100%	3	100%