



Change of Name

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
9	Q4_FY 16-17										185
	Q1_FY 17-18	4.13	Change of Name	Urban	185	4613	4798	4233	0	4233	565



Change of Category

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
10	Q4_FY 16-17										9
	Q1_FY 17-18	4.13	Change of Category	Urban	9	244	253	151	0	151	102