



New Connection where supply after extension/augmentation

(Regulation 4.8 of MERC, Standards of Performance Regulations, 2014)

	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
5	Q4_FY 16-17										3328
	Q1_FY 17-18	4.8	New Connection where supply after extention/augentation	Urban	3328	2101	5429	1641	0	1641	3788