



Reconnection of Supply after Payment of Dues

(Regulation 6.10 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Month	SOP Regulation No	Parameters	Area	Pending Complaints Nos (Reconnection Requests)	Complaints in Current Qtr (Reconnection Requests)	Total Complaints (Total Reconnection Requests)	No. of Complaints Addressed			Pending complaints at the end of Qtr
								Within standards of Performance	More than stipulated Time	Total Complaints Addressed	
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
8	April	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	550	550	496	54	550	0
8	May	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	631	631	589	42	631	0
8	June	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	483	483	437	46	483	0