



Shifting of Meter/Service Line

(Regulation 4.12 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
7	Q1_FY 17-18										35
	Q2_FY 17-18	4.12	Shifting of Meter/ Service Lane	Urban	35	20	55	16	0	16	39