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	I=g+h	j=f-i
7	Q3_FY 16-17										23
	Q4_FY 16-17	4.12	Shifting of Meter/ Service Lane	Urban	23	12	35	4	0	4	31