



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	Q1_FY 17-18										3788
	Q2_FY 17-18	4.8	New Connection where supply after extention/augmentation	Urban	3788	2081	5869	1543	0	1543	4326