



### Billing Complaint

(Regulation 7.6 of MERC, Standards of Performance Regulations, 2014)

| Sr. No. | SOP Regulation No. | Parameters        | Area      | Pending Complaint nos. (Previous Quarter) | Complaints in current Quarter (Q3) | Total Complaints | No. of Complaints addressed     |                           |                            | Pending complaints at end of Qtr. |
|---------|--------------------|-------------------|-----------|---|------------------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
|         |                    |                   |           |   |                                    |                  | Within standards of Performance | More than stipulated time | Total Complaints redressed |                                   |
|         | a                  | b                 | c         | d   | e                                  | f=d+e            | g                               | h                         | l=g+h                      | j=f-i                             |
| 21      | 7.6                | Billing Complaint | All zones | 0   | 23                                 | 23               | 23                              | 0                         | 23                         | 0                                 |