## Break down of Over Head Line

(Regulation 6.2 of MERC, Standards of Performance Regulations, 2014)

| Sr. NO. | SOP regulation NO. | Parameters | Area | Pending complaint Nos. (Previous Quarter) | Complaints in current Qtr. | Total Complaints | No. of Complaints addressed | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Within standard of Performance | More then stipulated time | Total complaints redressed | Pending complaintsat end of Qtr. |
| | a | b | c | d | e | f=d+e | g | h | i=g+h | j=f-i |
| 15 | 6.2 | Break down of Over head line | Class-I Cities/Urban | 0 | 2 | 2 | 2 | 0 | 2 | 0 |
| | | | Rural | | | | | | | |