



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 f=d+e	No. of Complaints addressed			Pending complaints at end of Qtr. j=f-i
							Within standard of Performance g	More than stipulated time h	Total complaints redressed i=g+h	
	a	b	c	d	e					
15	6.2	Break down of Over head line	Class-I Cities/Urban	0	10	10	9	1	10	0
			Rural	0	0	0	0	0	0	0