



**Break down of Over Head Line**

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

Sr No	Qtr	SOP Regulation No	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous	Cases / Complaints in current Qtr.	No. of Cases/complaints addressed				Pending Complaints End Of the Qtr
							Total Cases / Complaints	within Standard 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
15	Q2 FY21	6.2	Break down of Over head line	Four (4) hours for Class I cities, Six (6) hours for Urban areas and Twenty Four (24) hours for Rural areas	0	9	9	9	0	9	0