



**Break down of Over Head Line**

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

Sr. NO.	SOP regulati on NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complai nts	No. of Complaints addressed			Pending complaintsat end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	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	8	8	8	0	8	0
			Rural	0	0	0	0	0	0	0