



**Change of Name**

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr no	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										76
9	April'18	4.13	Change Of Name	Change Of Name	76	5422	5498	5323	0	5323	175
	May'18										
	June'18										



**Change of Category**

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr no	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										32
10	April'18	4.13	Change of Category	Change of Category	32	79	111	102	0	102	9
	May'18										
	June'18										