



Change of Name

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

Sr No	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complain ts In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaint s Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q3										195
9	Jan'19	4.13	Change Of Name	Change Of Name	195	6839	7034	0	6709	6709	325
	Feb'19										
	Mar'19										



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
	Q3										2
10	Jan'19	4.13	Change of Category	Change of Category	2	147	149	134	0	134	15
	Feb'19										
	Mar'19										