



**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
	Q3										191
9	Jan'18	4.13	Change Of Name	Change Of Name	191	5769	5960	5884	0	5884	76
	Feb'18										
	March'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
	Q3										9
10	Jan'18	4.13	Change of Category	Change of Category	9	67	76	44	0	44	32
	Feb'18										
	March'18										