



**Fuse off call**

(Regulation 6.1 of MERC, Standards of Performance Regulations, 2014)

Sr No	Qtr	SOP Regulation No	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous Quarter)	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	i=g+h	j=f-i
14	Q4 FY21	6.1	Fuse off call	Three (3) hours for Class I cities, Four (4) hours for Urban areas and Eighteen (18) hours for Rural areas	0	2757	2757	2702	55	2757	0