



New Connection Inspection of Premises

(Regulation 4.3 of MERC, Standards of Performance Regulations, 2014)

| Sr No | Qtr | SOP Regulation No | 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 |
| 1 | Q3 FY 18 | 4.3 | New Connection Inspection Permises | 166 | 4391 | 4557 | 4287 | 0 | 4287 | 270 |