



**New Connection Inspection of Premises**

(Regulation 4.3 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                         | l=g+h                      | j=f-i                             |
| 1     | Q2 FY21 | 4.3               | New Connection - Inspection of premises | Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas | 60  | 2973                               | 3033                              | 2897                           | 0                         | 2897                       | 136                               |