



**New Connection where supply from Existing Line**

(Regulation 4.7 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                             |
|       | <b>Q3</b> |                   |                |                  |                       |                            |                  |                                  |                           |                            | <b>257</b>                        |
| 4     | Jan'18    | 4.7               | Supply Release | New Connection-A | 257                   | 1308                       | 1565             | 1101                             | 0                         | 1101                       | 464                               |
|       | Feb'18    |                   |                |                  |                       |                            |                  |                                  |                           |                            |                                   |
|       | March'18  |                   |                |                  |                       |                            |                  |                                  |                           |                            |                                   |