



**New Connection where supply after extension/augmentation**

(Regulation 4.8 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 Standered 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                             |
| 5     | Q3 FY21 | 4.8               | New connection/add. Load where supply after extension augmenntation | Three (3) months                    | 6266  | 1816                               | 8082                              | 1509                            | 0                         | 1509                       | 6573                              |