



Reconnection of Supply after Payment of Dues

(Regulation 6.10 of MERC, Standards of Performance Regulations, 2014)

Sr No	Month	SOP regulation (A)	Parameter (B)	Area (C)	Pending complaints (Reconnection Requests)- Nos(D)	Complaints (Reconnection Requests (E))	Total complaints(Total Reconnection requests)F=(D+E)	No of complaints addressed			
								Within Standards of Performance	More than Stipulated time(H)	Total complaints redressed	Pending complaints
								(G)		I=G+H	J=F-I
8	Apr-18	6.1	Reconnection of supply after payment	Class- I Cities/Urban	0	710	710	447	40	487	0
8	May-18	6.1	Reconnection of supply after payment	Class- I Cities/Urban	0	792	792	547	52	599	0
8	Jun-18	6.1	Reconnection of supply after payment	Class- I Cities/Urban	0	946	946	642	80	722	0

