



**Replacement of Faulty Meter**

(Regulation 7.3 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
19	Q2 FY21	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	1	305	306	299	0	299	7



**Replacement of Burnt Meter**

(Regulation 7.4 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
20	Q2 FY21	7.4	Replacement of Burnt Meter	Eighteen (18) hours for Class I cities, Twenty Four (24) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	261	261	261	0	261	0