

D3 :Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: GUJARAT

Name of Discom: PGVCL

Report Month: Nov'15

Period: 1st Oct'15 to 31st Oct'15

| S.no | Town Name | Complaints pending from previous period | Complaints registered in current period | Total pending Complaints | Complaints closed | Complaints Pending Period (Average) HH:MM | Complaints yet to be closed | Complaints closed within SERC time limit | Complaints closed beyond SERC time limit | % of Complains closed within SERC time limit |
|------|---------------------|---|---|--------------------------|-------------------|---|-----------------------------|--|--|--|
| 1 | AMRELI | 0 | 5 | 5 | 5 | | 0 | 5 | 0 | 100% |
| 2 | ANJAR | 1 | 13 | 14 | 14 | | 0 | 14 | 0 | 100% |
| 3 | BAGASARA | 0 | 1 | 1 | 1 | | 0 | 1 | 0 | 100% |
| 4 | BHAVNAGAR(M. CORP.) | 0 | 36 | 36 | 36 | | 0 | 36 | 0 | 100% |
| 5 | BHUJ | 0 | 14 | 14 | 14 | | 0 | 14 | 0 | 100% |
| 6 | BOTAD(M) | 0 | 7 | 7 | 7 | | 0 | 7 | 0 | 100% |
| 7 | DHORAJI | 0 | 0 | 0 | 0 | | 0 | 0 | 0 | 100% |
| 8 | DHRANGADHRA | 0 | 0 | 0 | 0 | | 0 | 0 | 0 | 100% |
| 9 | DWARKA | 0 | 2 | 2 | 2 | | 0 | 2 | 0 | 100% |
| 10 | GANDHIDHAM | 0 | 62 | 62 | 60 | | 2 | 60 | 0 | 100% |
| 11 | GARIADHAR (M) | 0 | 0 | 0 | 0 | | 0 | 0 | 0 | 100% |
| 12 | GONDAL | 0 | 4 | 4 | 4 | | 0 | 4 | 0 | 100% |
| 13 | JAMNAGAR | 0 | 96 | 96 | 95 | | 1 | 95 | 0 | 100% |
| 14 | JASDAN | 0 | 2 | 2 | 2 | | 0 | 2 | 0 | 100% |
| 15 | JETPUR(T) | 0 | 3 | 3 | 3 | | 0 | 3 | 0 | 100% |
| 16 | JUNAGADH | 0 | 23 | 23 | 23 | | 0 | 23 | 0 | 100% |
| 17 | KESHOD | 0 | 4 | 4 | 4 | | 0 | 4 | 0 | 100% |
| 18 | KHAMBHALIYA | 0 | 6 | 6 | 6 | | 0 | 6 | 0 | 100% |
| 19 | KODINAR | 0 | 1 | 1 | 1 | | 0 | 1 | 0 | 100% |
| 20 | LIMBDI (M) | 0 | 2 | 2 | 2 | | 0 | 2 | 0 | 100% |
| 21 | MAHUVA (M) | 0 | 4 | 4 | 4 | | 0 | 4 | 0 | 100% |
| 22 | MANDVI CITY | 0 | 4 | 4 | 4 | | 0 | 4 | 0 | 100% |
| 23 | MANGROL | 0 | 3 | 3 | 3 | | 0 | 3 | 0 | 100% |
| 24 | MORBI | 0 | 9 | 9 | 9 | | 0 | 9 | 0 | 100% |
| 25 | PALITANA (M) | 0 | 1 | 1 | 1 | | 0 | 1 | 0 | 100% |
| 26 | PORBANDAR | 0 | 10 | 10 | 10 | | 0 | 10 | 0 | 100% |
| 27 | RAJKOT | 0 | 1892 | 1892 | 1890 | | 2 | 1890 | 0 | 100% |
| 28 | RAJULA | 0 | 21 | 21 | 21 | | 0 | 21 | 0 | 100% |
| 29 | SAVARKUNDLA | 0 | 5 | 5 | 5 | | 0 | 5 | 0 | 100% |
| 30 | SIHOR (M) | 0 | 1 | 1 | 1 | | 0 | 1 | 0 | 100% |
| 31 | THANGADH (M) | 0 | 2 | 2 | 2 | | 0 | 2 | 0 | 100% |
| 32 | UNA | 0 | 3 | 3 | 3 | | 0 | 3 | 0 | 100% |
| 33 | UPLETA | 0 | 0 | 0 | 0 | | 0 | 0 | 0 | 100% |
| 34 | VERAVAL | 0 | 15 | 15 | 15 | | 0 | 15 | 0 | 100% |
| 35 | WADHWAN | 0 | 23 | 23 | 23 | | 0 | 23 | 0 | 100% |
| 36 | WANKANER | 0 | 4 | 4 | 4 | | 0 | 4 | 0 | 100% |
| | TOTAL | 1 | 2278 | 2279 | 2274 | | 5 | 2274 | 0 | 100% |