

**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%
	<b>TOTAL</b>	<b>1</b>	<b>2278</b>	<b>2279</b>	<b>2274</b>		<b>5</b>	<b>2274</b>	<b>0</b>	<b>100%</b>