



Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: Haryana

Name of Discom: DHBVN

Report Month: Dec'15

Period: 1 Month (1st Nov'15 to 30th Nov'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	BARWALA	44	55	99	62	-	34	45	15	72.58%
2	BHIWANI	216	183	399	40	-	355	13	26	32.50%
3	CHARKHIDADRICITY	1	6	7	0	-	7	0	0	-
4	DABWALI	35	56	91	63	-	27	48	15	76.19%
5	ELLENABAD	25	33	58	37	-	19	23	14	62.16%
6	FARIDABAD	1206	824	2030	344	-	1665	109	234	31.69%
7	FATEHABAD	43	47	90	50	-	39	35	14	70.00%
8	GURGAON	1469	698	2167	556	-	1588	51	503	9.17%
9	HANSI	67	88	155	98	-	52	57	41	58.16%
10	HISAR	1218	537	1755	262	-	1399	69	191	26.34%
11	HODAL	14	15	29	11	-	18	5	6	45.45%
12	NARNAUL	184	29	213	41	-	171	2	39	4.88%
13	PALWAL	244	98	342	88	-	251	5	83	5.68%
14	REWARI	351	173	524	139	-	382	75	64	53.96%
15	SIRSA	281	238	519	180	-	333	140	40	77.78%
16	TOHANA	227	45	272	85	-	184	15	70	17.65%

Disclaimer : This is the BETA version of the report. Further these reports are being sanitized in view of the data refinement which is under process



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Name of Discom: DHBVN

Report Month: Nov'15

Period: 1 Month (1st Oct'15 to 30th 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	BARWALA	42	46	88	43	-	45	25	17	58.14%
2	BHIWANI	4	224	228	12	-	216	9	3	-
3	CHARKHIDADRICITY	0	1	1	0	-	1	0	0	-
4	DABWALI	38	19	57	18	-	39	7	11	38.89%
5	ELLENABAD	38	46	84	56	-	28	30	26	53.57%
6	FARIDABAD	798	944	1742	522	-	1220	127	391	24.33%
7	FATEHABAD	53	64	117	74	-	43	49	25	66.22%
8	GURGAON	1620	1073	2693	1200	-	1493	161	1036	13.42%
9	HANSI	51	182	233	162	-	71	93	69	57.41%
10	HISAR	993	662	1655	313	-	1342	81	228	25.88%
11	HODAL	10	12	22	8	-	14	5	2	62.50%
12	NARNAUL	216	53	269	85	-	184	4	81	4.71%
13	PALWAL	200	148	348	98	-	250	4	94	4.08%
14	REWARI	344	189	533	179	-	354	93	86	51.96%
15	SIRSA	260	151	411	122	-	289	45	77	36.89%
16	TOHANA	207	84	291	64	-	227	33	31	51.56%

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