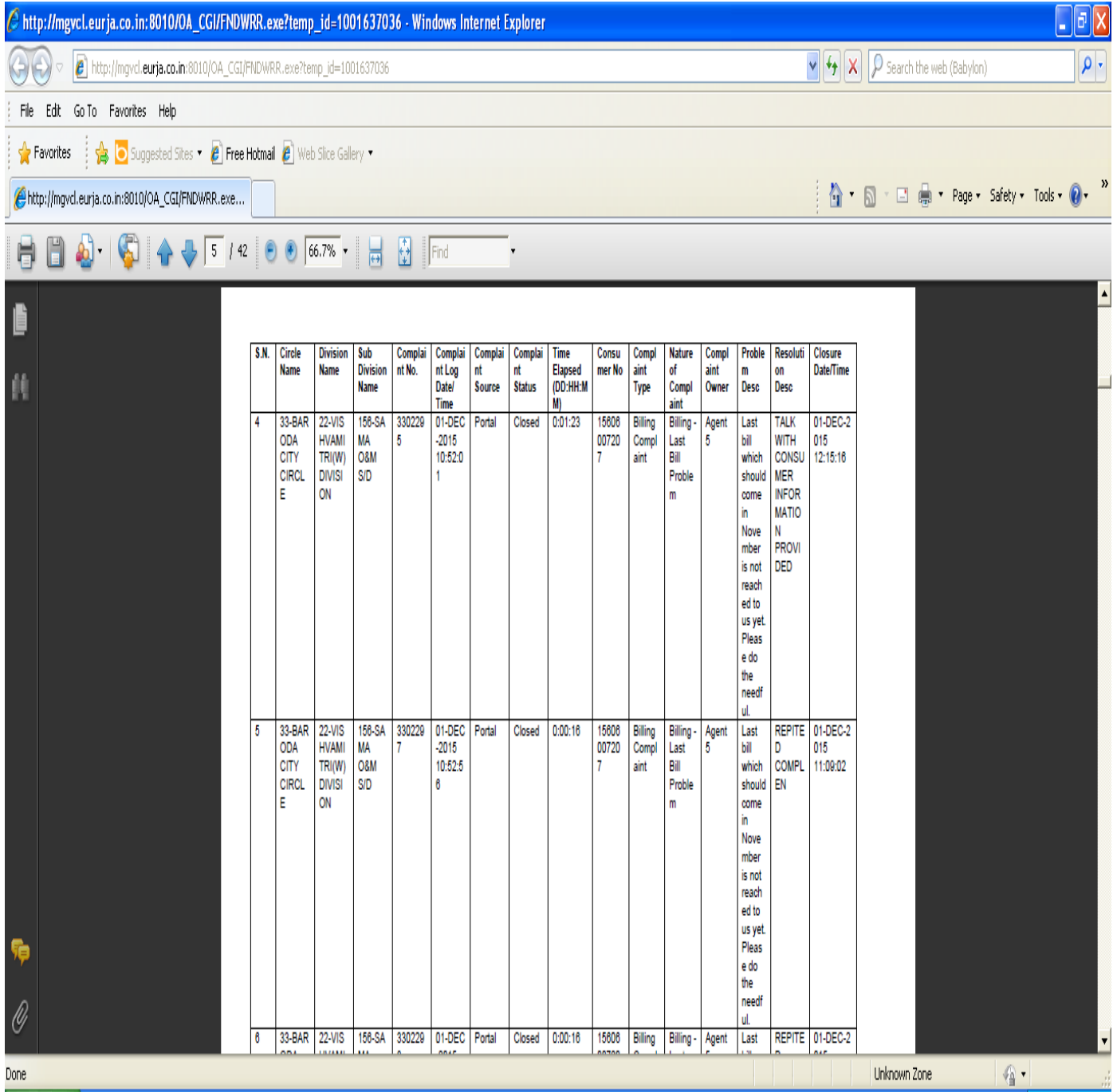


Sr. No.	Recommendation	Response (Yes/No/NA)	Supporting Materials
180	Ensure that the DisComm uses a automated tools for service restoration	Yes	

URL: internal to department

MGVCL:



The screenshot shows a web browser window displaying a table of complaint records. The browser address bar shows the URL: http://mgvcl.eurja.co.in:8010/OA_CGI/FNDWRR.exe?temp_id=1001637036. The table contains the following data:

S.N.	Circle Name	Division Name	Sub Division Name	Complain No.	Complain Log Date/Time	Complain Source	Complain Status	Time Elapsed (DD:HH:MM)	Consumer No	Complain Type	Nature of Complain	Complain Owner	Problem Desc	Resolution Desc	Closure Date/Time
4	33-BAR ODA CITY CIRCL E	22-VIS HVAMI TRI(W) DIVISI ON	168-SA MA O&M S/D	330229 5	01-DEC -2016 10:52:0 1	Portal	Closed	0:01:23	16806 00720 7	Billing Complain	Billing - Last Bill Problem	Agent 5	Last bill which should come in November is not reached to us yet. Please do the needful.	TALK WITH CONSUMER INFORMATION PROVIDED	01-DEC-2016 12:15:16
5	33-BAR ODA CITY CIRCL E	22-VIS HVAMI TRI(W) DIVISI ON	168-SA MA O&M S/D	330229 7	01-DEC -2016 10:52:5 8	Portal	Closed	0:00:16	16806 00720 7	Billing Complain	Billing - Last Bill Problem	Agent 5	Last bill which should come in November is not reached to us yet. Please do the needful.	REPITED COMPL EN	01-DEC-2016 11:09:02
6	33-BAR ODA CITY CIRCL E	22-VIS HVAMI TRI(W) DIVISI ON	168-SA MA O&M S/D	330229 8	01-DEC -2016 10:53:0 1	Portal	Closed	0:00:16	16806 00720 7	Billing Complain	Billing - Last Bill Problem	Agent 5	Last bill which should come in November is not reached to us yet. Please do the needful.	REPITED COMPL EN	01-DEC-2016 11:09:02

PGVCL, DGVCL & UGVCL:

complaint_restoration_Point_no_180.PNG - Windows Photo Viewer

R_APDRP___Complaint_Monitoring_300416.xls - Microsoft Excel

25-Jamnagar Circle

DETAILS OF COMPLAINTS

S.N.	Circle Name	Division Name	Sub Division Name	Complaint No.	Complaint Log Date/ Time	Complaint Source	Complaint Status	Time Elapsed (DD:HH:MM)	Consumer No	Complaint Type	Nature of Con
133	1 42-MORBI CIRCLE	21-MORBI O&M DIVISION	829-SHANALA O&M S/D	7940828	4/28/2016 0:23	MOBILE	Closed	0:07:35	82938011270	Intrusion in Power Complaint	Interruption di transformer
135	2 28-RAJKOT CITY CIRCLE	27-RAJKOT CITY DIV NO 3	399-KALAWAD ROAD O&M S/D	7940838	4/28/2016 0:49	CCC CTI	Closed	0:06:07	T:399 1600591	Intrusion in Power Complaint	Interruption di
136	3 28-RAJKOT CITY CIRCLE	27-RAJKOT CITY DIV NO 3	307-Madhapar Urban S/D	7940974	4/28/2016 2:20	CCC CTI	Closed	0:06:58	T:307 1600628	Intrusion in Power Complaint	Interruption di
137	4 28-RAJKOT CITY CIRCLE	27-RAJKOT CITY DIV NO 3	345-Vavdi Urban S/D	7940977	4/28/2016 7:12	CCC CTI	Closed	0:07:05	T:345 1600709	Intrusion in Power Complaint	Interruption di
138	5 29-Jamnagar Circle	22-Jamnagar Division	326-Kalawad (E) S/D	7940982	4/28/2016 7:31	CCC CTI	Closed	0:06:07	T:326 1600589	Intrusion in Power Complaint	Interruption di
139	6 28-RAJKOT CITY CIRCLE	24-RAJKOT CITY DIV NO 2	876-Laxminagar Sub Division	7940985	4/28/2016 7:46	CCC CTI	Closed	0:05:53	T:876 1600625	Intrusion in Power Complaint	Interruption di
140	7 28-RAJKOT CITY CIRCLE	21-RAJKOT CITY DIV NO 1	828-KOTHARIA RD S/D	7940987	4/28/2016 7:47	MOBILE	Closed	0:03:06	82803160196	Intrusion in Power Complaint	Interruption di
143	8 31-Bhuj Circle	21-Bhuj Division	392-MADHAPAR S/D	7940988	4/28/2016 7:50	CCC CTI	Closed	0:05:49	T:392 1600629	Intrusion in Power Complaint	Interruption di
144	9 29-Jamnagar Circle	22-Jamnagar Division	326-Kalawad (E) S/D	7940991	4/28/2016 7:54	CCC CTI	Closed	0:05:43	T:326 1600589	Intrusion in Power Complaint	Interruption di
145	10 28-RAJKOT CITY CIRCLE	24-RAJKOT CITY DIV NO 2	315-UDHYOGNAGAR O&M S/D	7940994	4/28/2016 7:58	CCC CTI	Closed	0:01:17	T:315 1600766	Intrusion in Power Complaint	Interruption di
146	11 42-MORBI CIRCLE	21-MORBI O&M DIVISION	343-MORBI (T-I) (O&M) S/D	7940999	4/28/2016 8:11	CCC CTI	Closed	1:01:05	T:343 1600611	Intrusion in Power Complaint	Interruption di
148	12 28-RAJKOT CITY CIRCLE	27-RAJKOT CITY DIV NO 3	345-Vavdi Urban S/D	7941001	4/28/2016 8:21	CCC CTI	Closed	0:05:57	T:345 1600709	Intrusion in Power Complaint	Interruption di
149	13 28-RAJKOT CITY CIRCLE	21-RAJKOT CITY DIV NO 1	317-SORATHIYAWADI S/D	7941004	4/28/2016 8:28	CCC CTI	Closed	0:02:31	T:317 1600761	Intrusion in Power Complaint	Interruption di
150	14 28-RAJKOT CITY CIRCLE	21-RAJKOT CITY DIV NO 1	872-AJI S/D/N NO 2(RANCHHODNAGAR)	7941009	4/28/2016 8:32	CCC CTI	Closed	0:10:21	T:872 1600497	Intrusion in Power Complaint	Interruption di transformer
151	15 29-Jamnagar Circle	24-Jamnagar City-II Division	325-Jamnagar (R) S/D	7941032	4/28/2016 9:09	MOBILE	Conveyed	1:02:10	32561023486	Intrusion in Power Complaint	
153	16 28-RAJKOT CITY CIRCLE	24-RAJKOT CITY DIV NO 2	876J Laxminagar Sub Division	7941042	4/28/2016 9:13	Dental	Closed	0:00:14	87605016108	Billing Complaint	For current bill

Information to consumer by outage with SMS gateway support to customer's registered mobile numbers

