

Gulbarga Electricity Company Limited

Statement Showing the Details of No of Calls Recieved/Answerd in the Customer Care Centre

GESCOM Kalburagi for the month of October-2020

| Date | From | To | Calls Offered to Customer care | Calls Answerd | Calls Abanded | % of Calls Attended | % of Calls Abanded | Remarks |
|--|-----------------------------|-----------------------|---|--|--|---|--------------------------|--|
| | 01-10-2020 | 31-10-2020 | 167662 | 167662 | - | - | - | - |
| Details of Complaints Registered/Resolved & pending at Customer Care Centre | | | | | | | | |
| GESCOM Kalburagi | | | | | | | | |
| | | | From | 01-10-2020 | To | 31-10-2020 | | |
| SL No | Name of Division | Name of Sub-Divisions | Previous Pending complaints till 30-09-2020 | Complaints Registered in the Month of October-2020 | Complaints Attended in the Month of October-2020 | Complaints Pending in the Month of October-2020 | Total Pending Complaints | Remarks |
| 1 | CSC kalaburagi | CSD- I Kalaburgi | 2 | 2956 | 2954 | 2 | 4 | 1000305123, 1000305239, 1000316031, 1000316377 |
| 2 | | CSD- II Kalaburgi | 1 | 2259 | 2258 | 1 | 2 | 1000306809, 1000316061 |
| 3 | | CSD-III Kalaburgi | 1 | 2286 | 2285 | 1 | 2 | 1000290598, 1000312636 |
| 4 | | CSD-IV Kalaburgi | 1 | 1239 | 1236 | 3 | 4 | 1000285793, 1000309796, 1000312431, 1000315569 |
| 5 | Rural Division-1 Kalaburagi | RSD Kalaburgi | 0 | 78 | 76 | 2 | 2 | 1000315626, 1000316377 |
| 6 | | Afzalpur | 0 | 25 | 24 | 1 | 1 | 1000309014 |
| 7 | | Aland | 0 | 19 | 18 | 1 | 1 | 1000312303 |
| 8 | | Kadganchi | 0 | 7 | 7 | 0 | 0 | |
| 9 | | Chowdapur | 0 | 12 | 12 | 0 | 0 | |
| 10 | Rural Division-2 Kalaburagi | Chitapur | 0 | 27 | 26 | 1 | 1 | 1000315760 |
| 11 | | Jewargi | 0 | 14 | 12 | 2 | 2 | 1000310819, 10000314214 |
| 12 | | Kalagi | 1 | 2 | 2 | 0 | 1 | 1000275597 |
| 13 | | Shahabad | 0 | 47 | 47 | 0 | 0 | |
| 14 | | Yadrami | 0 | 3 | 3 | 0 | 0 | |
| 15 | Sedam | Chincholi | 0 | 11 | 11 | 0 | 0 | |
| 16 | | Sedam | 0 | 23 | 21 | 2 | 2 | 1000312377, 1000316163 |
| 17 | Bidar | Aurad | 0 | 25 | 25 | 0 | 0 | |
| 18 | | Bidar | 0 | 17 | 16 | 1 | 1 | 1000316170 |
| 19 | | Bhalki | 0 | 11 | 11 | 0 | 0 | |
| 20 | | Kamthana | 0 | 8 | 7 | 1 | 1 | 1000315388 |
| 21 | Humnabad | Mannakhelli | 0 | 15 | 14 | 1 | 1 | 1000314835 |
| 22 | | Humnabad | 0 | 45 | 45 | 0 | 0 | |
| 23 | | Basavakalyan | 0 | 55 | 55 | 0 | 0 | |
| 24 | Yadagir | Hunasagi | 0 | 11 | 11 | 0 | 0 | |
| 25 | | Shahapur | 1 | 23 | 23 | 0 | 1 | 1000259711 |
| 26 | | Gurumitkal | 0 | 24 | 24 | 0 | 0 | |
| 27 | | Shorapur | 0 | 4 | 4 | 0 | 0 | |
| 28 | | Yadgir | 0 | 23 | 19 | 4 | 4 | 1000315731, 1000315728, 1000315785, 1000316012, |
| 29 | Raichur | CSD I Raichur | 0 | 10 | 10 | 0 | 0 | |
| 30 | | CSD II Raichur | 0 | 112 | 112 | 0 | 0 | |
| 31 | RSD_Raichur | RSD Raichur | 0 | 10 | 10 | 0 | 0 | |
| 32 | | Manvi | 0 | 3 | 3 | 0 | 0 | |
| 33 | | Sirwar | 0 | 8 | 8 | 0 | 0 | |
| 34 | | Devadurga | 0 | 15 | 15 | 0 | 0 | |
| 35 | Sindhaur | Sindhaur | 0 | 3 | 3 | 0 | 0 | |
| 36 | | Maski | 0 | 1 | 0 | 1 | 1 | 1000312048 |
| 37 | | Lingasugur | 0 | 22 | 22 | 0 | 0 | |
| 38 | Bellary | CSD I Bellary | 0 | 2 | 1 | 1 | 1 | 1000315847 |
| 39 | | CSD-II Bellary | 0 | 6 | 6 | 0 | 0 | |
| 40 | RSD_Bellary | RSD Bellary | 0 | 18 | 16 | 2 | 2 | 100031072, 1000316630 |
| 41 | | Sandur | 0 | 14 | 11 | 3 | 3 | 1000308372, 1000315300, 1000315468 |
| 42 | | Siraguppa | 0 | 21 | 21 | 0 | 0 | |
| 43 | Hospet | CSD I Hospet | 0 | 39 | 39 | 0 | 0 | |
| 44 | | CSD II Hospet | 0 | 38 | 38 | 0 | 0 | |
| 45 | RSD_Hospet | RSD Hospet | 0 | 10 | 7 | 3 | 3 | 1000315414, 1000315468, 1000315704 |
| 46 | | Kudaligi | 0 | 55 | 55 | 0 | 0 | |
| 47 | | H B Halli | 0 | 25 | 25 | 0 | 0 | |
| 48 | | Hadagali | 0 | 3 | 3 | 0 | 0 | |
| 49 | Koppal | Koppal | 0 | 6 | 5 | 1 | 1 | 1000316061 |
| 50 | | Munirabad | 0 | 11 | 11 | 0 | 0 | |
| 51 | | Yelaburga | 0 | 7 | 4 | 3 | 3 | 1000315660, 1000315669 |
| 52 | Gangavati | Gangavati | 0 | 19 | 14 | 5 | 5 | 1000315816, 1000315822, 1000315825, 1000315827, 1000315828 |
| 53 | | Karatagi | 0 | 10 | 9 | 1 | 1 | 1000315234 |
| 54 | | Kustagi | 0 | 1 | 1 | 0 | 0 | |
| Total | | | 7 | 9738 | 9695 | 43 | 50 | |