

Total Complaints

5742



LAHORE ELECTRIC SUPPLY COMPANY LTD.

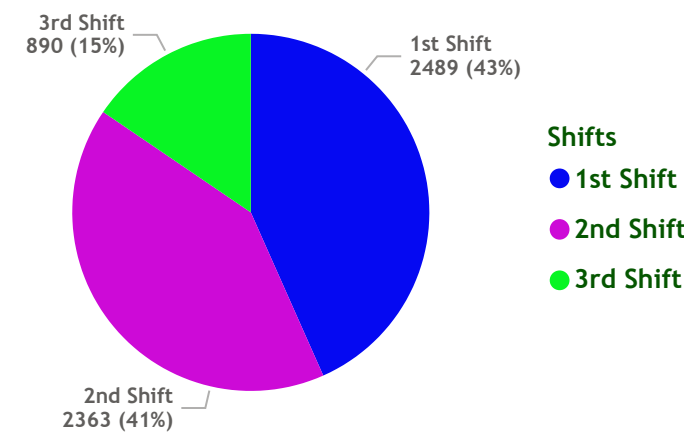
SITARA COLONY SUB DIVISION (11527)

FRO COMPLAINTS (2022-23) DETAILED ANALYSIS

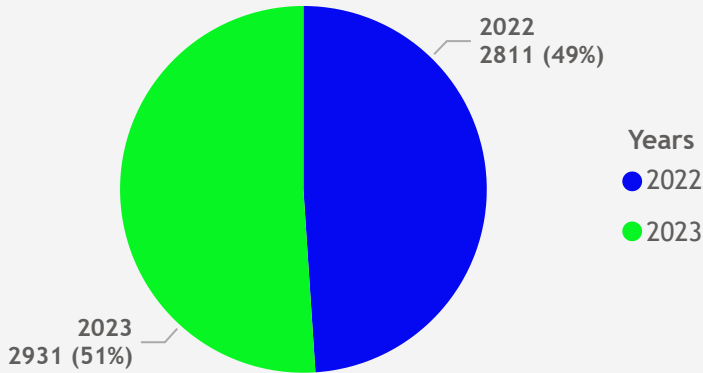
Efficiency %

143

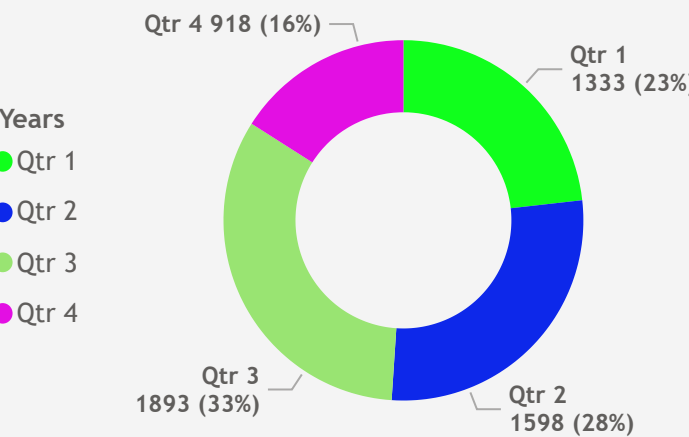
Complaints by Shifts



Complaints by Year



Complaints by Quarters



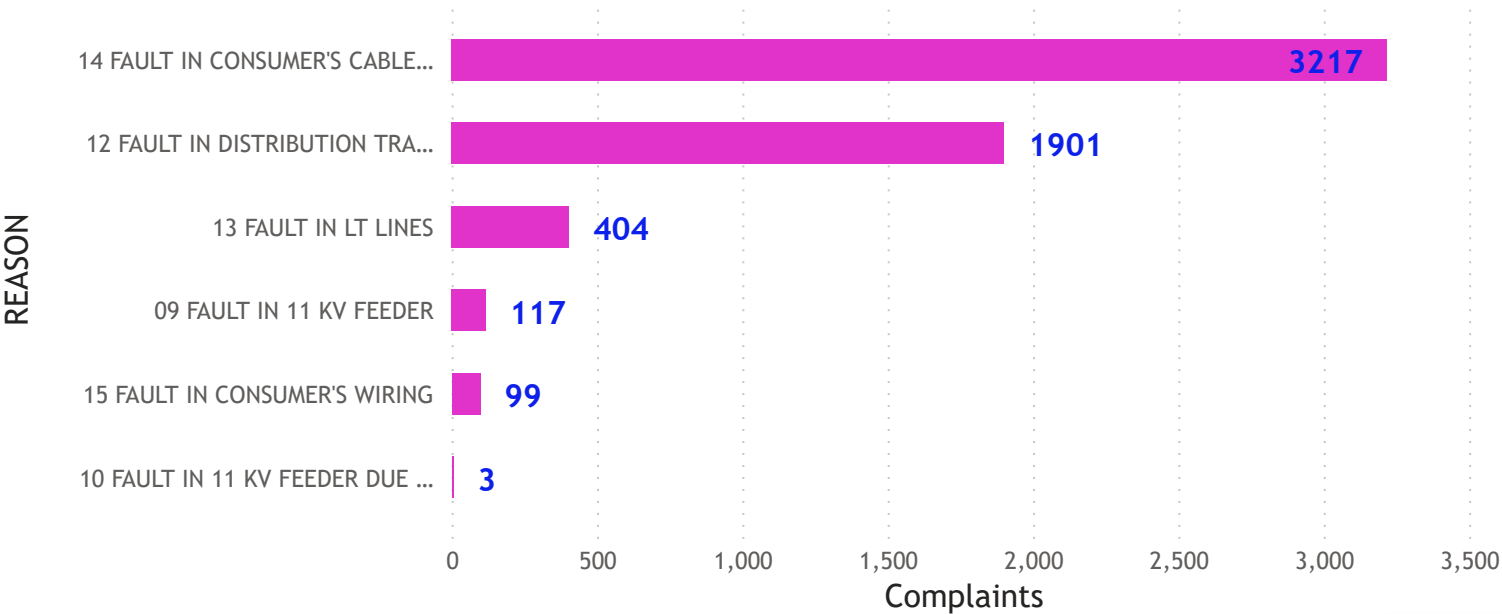
Average Complaints per Day

16

Avrage Complaints per Month

479

Complaints by Categories



Batch NO.: All

1	4	7	10	13	17
2	5	8	11	14	27
3	6	9	12	15	44

Shifts: All

1st Shift	3rd Shift
2nd Shift	

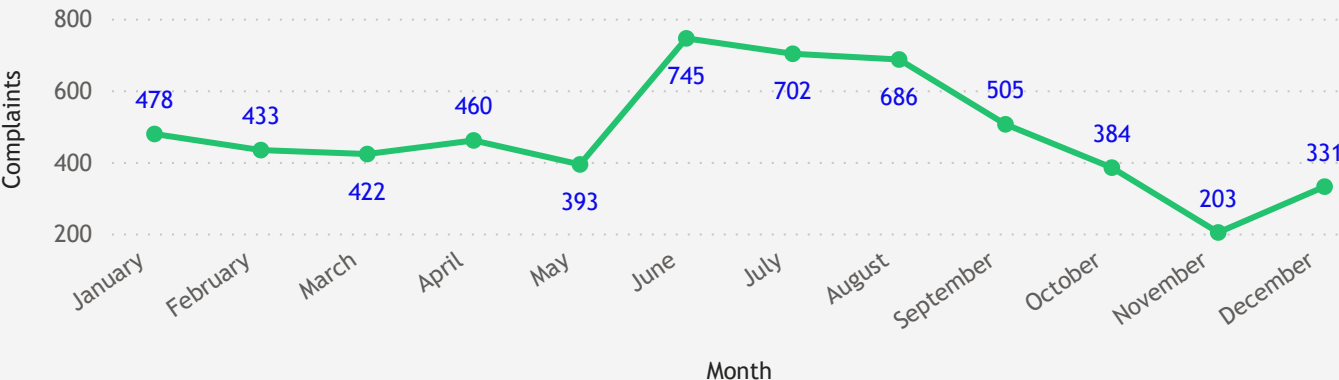
TIMELINE

7/1/2022 6/30/2023

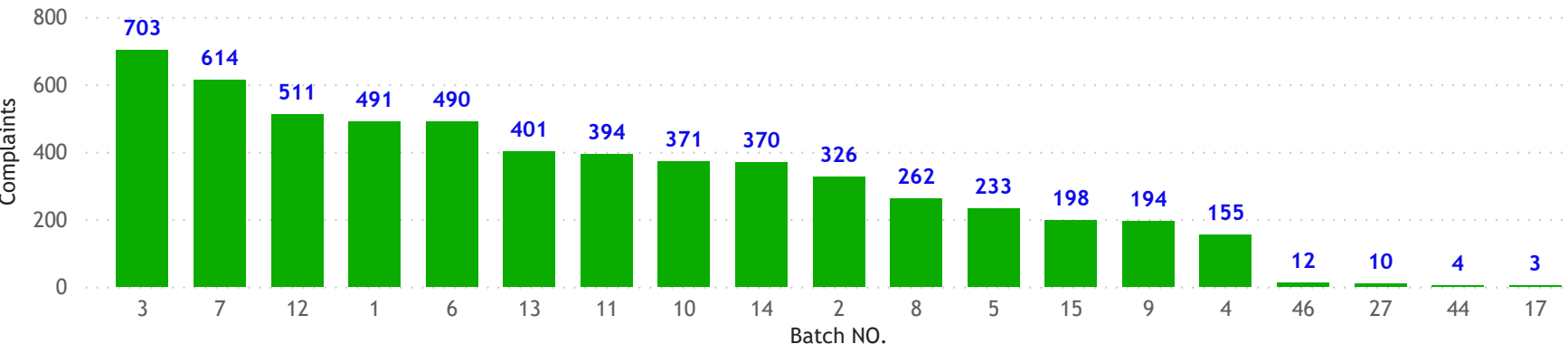
REASON: All

- ☐ 08 FAULT OF 11 KV SYSTEM AT G/STATION
- ☐ 09 FAULT IN 11 KV FEEDER
- ☐ 10 FAULT IN 11 KV FEEDER DUE TO ACCIDENT
- ☐ 12 FAULT IN DISTRIBUTION TRANSFORMER
- ☐ 13 FAULT IN LT LINES
- ☐ 14 FAULT IN CONSUMER'S CABLE & METERS TO CONS
- ☐ 15 FAULT IN CONSUMER'S WIRING

Complaints by Months



Complaints by Batch NOs.





LAHORE ELECTRIC SUPPLY COMPANY LTD.

SITARA COLONY SUB DIVISION (11527)

FRO COMPLAINTS (2022-23) DETAILED ANALYSIS

Month	Complaints
January	478
February	433
March	422
April	460
May	393
June	745
July	702
August	686
September	505
October	384
November	203
December	331
Total	5742

Year	Complaints
2022	2811
2023	2931
Total	5742

Quarter	Complaints
Qtr 1	1333
Qtr 2	1598
Qtr 3	1893
Qtr 4	918
Total	5742

Batch NO.	Complaints
1	491
2	326
3	703
4	155
5	233
6	490
7	614
8	262
9	194
10	371
11	394
12	511
13	401
14	370
15	198
17	3
27	10
44	4
46	12
Total	5742

REASON	1st Shift	2nd Shift	3rd Shift	Total
08 FAULT OF 11 KV SYSTEM AT G/STATION		1		1
09 FAULT IN 11 KV FEEDER	52	45	20	117
10 FAULT IN 11 KV FEEDER DUE TO ACCIDENT	2	1		3
12 FAULT IN DISTRIBUTION TRANSFORMER	837	789	275	1901
13 FAULT IN LT LINES	184	165	55	404
14 FAULT IN CONSUMER'S CABLE & METERS TO CONS	1364	1327	526	3217
15 FAULT IN CONSUMER'S WIRING	50	35	14	99
Total	2489	2363	890	5742