



# PGR (SURE) Dashboard

Date Range  
FY 20-21

DDRs  
All DDrs

ULBS  
All ULBS

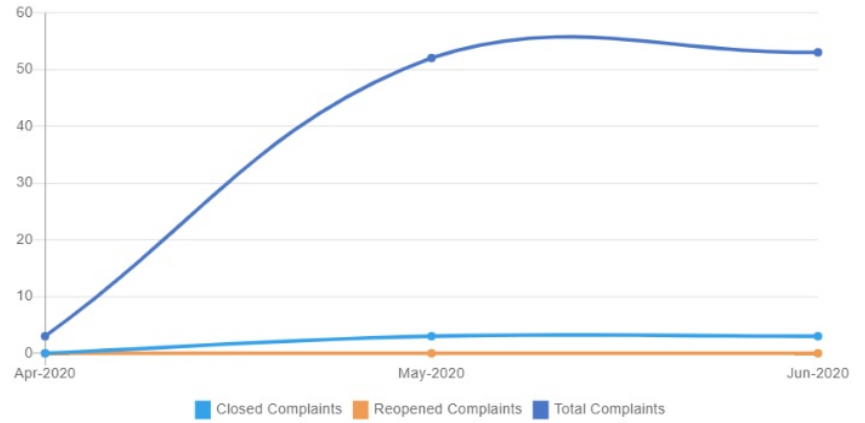
Denomination  
Cr Lac Unit

## SERVICE

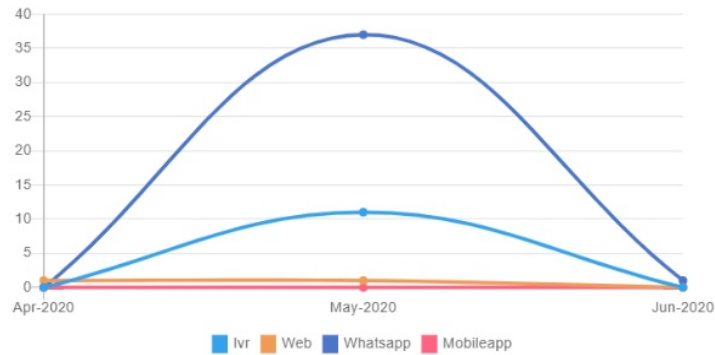
### Overview (In Lac) i

Total Complaints	53	↓ -26.39% than LY
Closed Complaints	3	↓ -62.5% than LY
SLA Achievement	5.66 %	↓ -49.06% than LY
Completion Rate	5.66 %	↓ -49.06% than LY

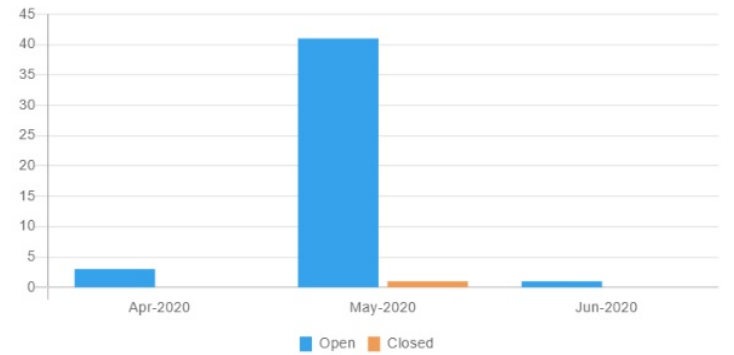
### Cumulative Closed Complaints i



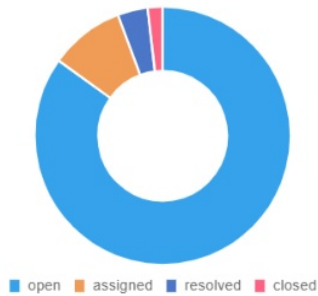
### Total Complaints by Source i



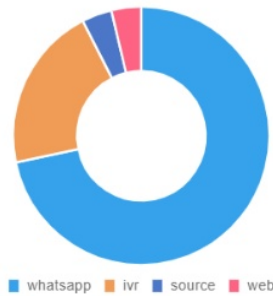
### Total Complaints by Status i



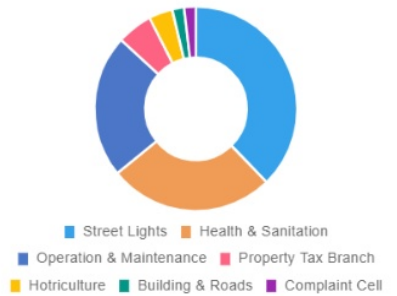
### Complaint By Status i



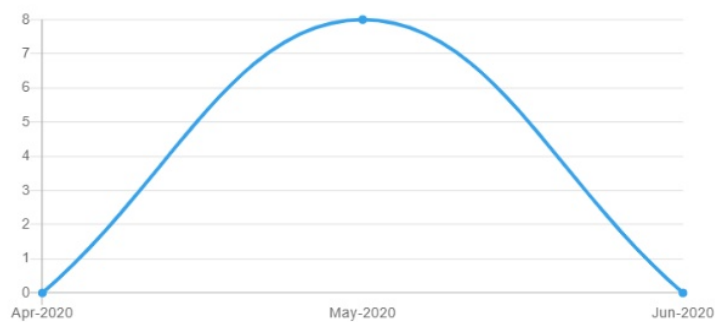
### Complaint By Channel i



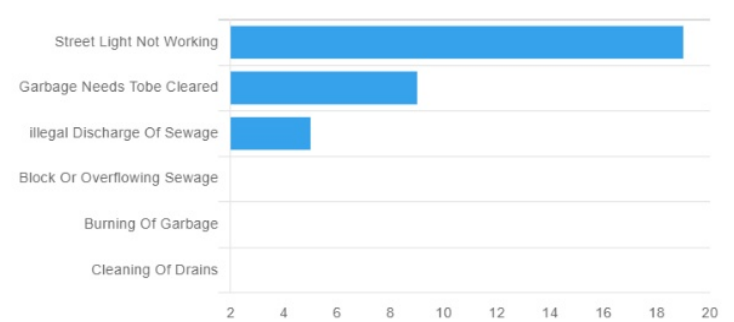
### Complaint By Department i



### Unique Citizens i



### Top Complaints i



Status by Tenen i

t

BOUNDARY DEPARTMENT

Search



#	DDRs	Closed Complaints	Reopened Complaints	Open Complaints	Total Complaints	Completion Rate	Sla Achieved
1	Jalandhar-MC	0	0	5	6	0 %	0 %
2	Hoshiarpur-MC	3	0	2	7	42.9 %	42.9 %
3	Patiala-DDR	0	0	3	3	0 %	0 %
4	Jalandhar-DDR	0	0	3	3	0 %	0 %
5	Amritsar-MC	0	0	1	3	0 %	0 %
6	Phawara-MC	0	0	4	4	0 %	0 %

Rows 10

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