

## Townwise Complaint statistics Report

Level of Monitoring:PFC/Mop

Format D3

Name of State:Maharashtra

Name of Discom:MSEDCL

Report Month:Jan 25

Period : 01-Dec-24 to 31-Dec-24

Report Date: 28 Jan 2025 11:29

| S. No. | Name of town | Complaints pending from previous period | Complaints registered in current period | Total Pending Complaints | Complaints closed by System | Complaints Pending period HH:MM:SS | Complaints yet to be closed | Complaints closed within SERC time limit | Complaints closed beyond SERC time limit | % of Complaints closed within SERC time limit |
|--------|--------------|-----------------------------------------|-----------------------------------------|--------------------------|-----------------------------|------------------------------------|-----------------------------|------------------------------------------|------------------------------------------|-----------------------------------------------|
| 1      | ACHALPUR     | 0                                       | 78                                      | 78                       | 78                          | 11:43:11                           | 0                           | 70                                       | 8                                        | 89.74                                         |
| 2      | AHMADPUR     | 0                                       | 15                                      | 15                       | 15                          | 2:48:00                            | 0                           | 15                                       | 0                                        | 100.00                                        |
| 3      | AHMEDNAGAR   | 0                                       | 532                                     | 532                      | 532                         | 4:55:53                            | 0                           | 413                                      | 119                                      | 77.63                                         |
| 4      | AKKALKOT     | 0                                       | 10                                      | 10                       | 10                          | 10:11:23                           | 0                           | 10                                       | 0                                        | 100.00                                        |
| 5      | AKOLA        | 0                                       | 3053                                    | 3053                     | 3053                        | 9:14:42                            | 0                           | 1636                                     | 1417                                     | 53.59                                         |
| 6      | AKOT         | 0                                       | 62                                      | 62                       | 62                          | 16:05:54                           | 0                           | 43                                       | 19                                       | 69.35                                         |
| 7      | AMALNER      | 0                                       | 16                                      | 16                       | 16                          | 14:40:21                           | 0                           | 4                                        | 12                                       | 25.00                                         |
| 8      | AMBEJOGAI    | 0                                       | 158                                     | 158                      | 158                         | 4:08:16                            | 0                           | 153                                      | 5                                        | 96.84                                         |
| 9      | AMRAVATI     | 0                                       | 915                                     | 915                      | 915                         | 2:59:49                            | 0                           | 815                                      | 100                                      | 89.07                                         |

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| 10     | ANJANGAON    | 0                                       | 9                                       | 9                        | 9                           | 6:00:00                            | 0                           | 9                                        | 0                                        | 100.00                                        |
| 11     | ARVI         | 0                                       | 5                                       | 5                        | 5                           | 13:09:31                           | 0                           | 4                                        | 1                                        | 80.00                                         |
| 12     | ASHTA        | 0                                       | 16                                      | 16                       | 16                          | 11:24:42                           | 0                           | 14                                       | 2                                        | 87.50                                         |
| 13     | AUSA         | 0                                       | 9                                       | 9                        | 9                           | 12:31:16                           | 0                           | 7                                        | 2                                        | 77.78                                         |
| 14     | BALAPUR      | 0                                       | 10                                      | 10                       | 10                          | 15:27:31                           | 0                           | 7                                        | 3                                        | 70.00                                         |
| 15     | BALLARPUR    | 0                                       | 46                                      | 46                       | 46                          | 5:22:02                            | 0                           | 45                                       | 1                                        | 97.83                                         |
| 16     | BARAMATI     | 0                                       | 27                                      | 27                       | 27                          | 3:44:27                            | 0                           | 27                                       | 0                                        | 100.00                                        |
| 17     | BARSHI       | 0                                       | 24                                      | 24                       | 24                          | 5:56:59                            | 0                           | 22                                       | 2                                        | 91.67                                         |
| 18     | BASMATH      | 0                                       | 11                                      | 11                       | 11                          | 14:08:05                           | 0                           | 8                                        | 3                                        | 72.73                                         |
| 19     | BEED         | 0                                       | 198                                     | 198                      | 198                         | 4:28:10                            | 0                           | 161                                      | 37                                       | 81.31                                         |
| 20     | BHADRAWATI   | 0                                       | 26                                      | 26                       | 26                          | 5:27:42                            | 0                           | 26                                       | 0                                        | 100.00                                        |
| 21     | BHANDARA     | 0                                       | 70                                      | 70                       | 70                          | 1:48:35                            | 0                           | 67                                       | 3                                        | 95.71                                         |
| 22     | BHUSAVAL     | 0                                       | 327                                     | 327                      | 327                         | 6:32:34                            | 0                           | 227                                      | 100                                      | 69.42                                         |
| 23     | BRAHMAPURI   | 0                                       | 18                                      | 18                       | 18                          | 8:23:20                            | 0                           | 18                                       | 0                                        | 100.00                                        |
| 24     | BULDHANA     | 0                                       | 362                                     | 362                      | 362                         | 9:33:20                            | 0                           | 360                                      | 2                                        | 99.45                                         |
| 25     | CHALISGAON   | 0                                       | 38                                      | 38                       | 38                          | 9:19:10                            | 0                           | 20                                       | 18                                       | 52.63                                         |
| 26     | CHANDRAPUR   | 0                                       | 443                                     | 443                      | 443                         | 6:30:17                            | 0                           | 324                                      | 119                                      | 73.14                                         |
| 27     | CHIKHLI      | 0                                       | 19                                      | 19                       | 19                          | 5:49:33                            | 0                           | 19                                       | 0                                        | 100.00                                        |
| 28     | CHIKLUN      | 0                                       | 32                                      | 32                       | 32                          | 4:21:32                            | 0                           | 28                                       | 4                                        | 87.50                                         |
| 29     | CHOPDA       | 0                                       | 15                                      | 15                       | 15                          | 22:27:35                           | 0                           | 14                                       | 1                                        | 93.33                                         |
| 30     | DAHANU       | 0                                       | 234                                     | 234                      | 234                         | 3:21:43                            | 0                           | 233                                      | 1                                        | 99.57                                         |
| 31     | DARYAPUR     | 0                                       | 11                                      | 11                       | 11                          | 9:42:30                            | 0                           | 10                                       | 1                                        | 90.91                                         |
| 32     | DAUND        | 0                                       | 44                                      | 44                       | 44                          | 4:21:41                            | 0                           | 44                                       | 0                                        | 100.00                                        |
| 33     | DEGLUR       | 0                                       | 8                                       | 8                        | 8                           | 14:03:37                           | 0                           | 4                                        | 4                                        | 50.00                                         |
| 34     | DEOLALI      | 0                                       | 406                                     | 406                      | 406                         | 9:30:07                            | 0                           | 245                                      | 161                                      | 60.34                                         |
| 35     | DHARANGAON   | 0                                       | 3                                       | 3                        | 3                           | 16:55:52                           | 0                           | 1                                        | 2                                        | 33.33                                         |
| 36     | DHULE        | 0                                       | 279                                     | 279                      | 279                         | 5:20:19                            | 0                           | 218                                      | 61                                       | 78.14                                         |
| 37     | DIGRAS       | 0                                       | 25                                      | 25                       | 25                          | 10:42:12                           | 0                           | 22                                       | 3                                        | 88.00                                         |

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| 38     | DONDAICHA      | 0                                       | 15                                      | 15                       | 15                          | 0:28:00                            | 0                           | 15                                       | 0                                        | 100.00                                        |
| 39     | ERANDOL        | 0                                       | 2                                       | 2                        | 2                           | 12:30:00                           | 0                           | 2                                        | 0                                        | 100.00                                        |
| 40     | GADCHIROLI     | 0                                       | 9                                       | 9                        | 9                           | 5:25:59                            | 0                           | 9                                        | 0                                        | 100.00                                        |
| 41     | GANGAKHED      | 0                                       | 9                                       | 9                        | 9                           | 18:52:39                           | 0                           | 8                                        | 1                                        | 88.89                                         |
| 42     | GONDIA         | 0                                       | 66                                      | 66                       | 66                          | 5:44:52                            | 0                           | 51                                       | 15                                       | 77.27                                         |
| 43     | GREATER MUMBAI | 0                                       | 13720                                   | 13720                    | 13720                       | 1:55:44                            | 0                           | 13193                                    | 527                                      | 96.16                                         |
| 44     | HINGANGHAT     | 0                                       | 27                                      | 27                       | 27                          | 1:00:00                            | 0                           | 27                                       | 0                                        | 100.00                                        |
| 45     | HINGOLI        | 0                                       | 42                                      | 42                       | 42                          | 16:06:27                           | 0                           | 23                                       | 19                                       | 54.76                                         |
| 46     | ICHALKARANJI   | 0                                       | 266                                     | 266                      | 266                         | 1:53:41                            | 0                           | 256                                      | 10                                       | 96.24                                         |
| 47     | IGATPURI       | 0                                       | 13                                      | 13                       | 13                          | 3:04:37                            | 0                           | 13                                       | 0                                        | 100.00                                        |
| 48     | JAISINGPUR     | 0                                       | 24                                      | 24                       | 24                          | 1:57:30                            | 0                           | 24                                       | 0                                        | 100.00                                        |
| 49     | JALNA          | 0                                       | 229                                     | 229                      | 229                         | 4:34:04                            | 0                           | 181                                      | 48                                       | 79.04                                         |
| 50     | JINTUR         | 0                                       | 19                                      | 19                       | 19                          | 19:04:41                           | 0                           | 17                                       | 2                                        | 89.47                                         |
| 51     | KAMPTEE        | 0                                       | 29                                      | 29                       | 29                          | 1:00:00                            | 0                           | 29                                       | 0                                        | 100.00                                        |
| 52     | KANNAD         | 0                                       | 5                                       | 5                        | 5                           | 1:24:00                            | 0                           | 5                                        | 0                                        | 100.00                                        |
| 53     | KARAD          | 0                                       | 17                                      | 17                       | 17                          | 6:31:46                            | 0                           | 17                                       | 0                                        | 100.00                                        |
| 54     | KARANJA        | 0                                       | 27                                      | 27                       | 27                          | 8:18:10                            | 0                           | 21                                       | 6                                        | 77.78                                         |
| 55     | KATOL          | 0                                       | 31                                      | 31                       | 31                          | 2:19:21                            | 0                           | 31                                       | 0                                        | 100.00                                        |
| 56     | KHAMGAON       | 0                                       | 58                                      | 58                       | 58                          | 9:27:07                            | 0                           | 31                                       | 27                                       | 53.45                                         |
| 57     | KHOPOLI        | 0                                       | 51                                      | 51                       | 51                          | 6:27:04                            | 0                           | 51                                       | 0                                        | 100.00                                        |
| 58     | KOLHAPUR       | 0                                       | 2332                                    | 2332                     | 2332                        | 0:50:01                            | 0                           | 2321                                     | 11                                       | 99.53                                         |
| 59     | KOPARGAON      | 0                                       | 36                                      | 36                       | 36                          | 3:45:48                            | 0                           | 31                                       | 5                                        | 86.11                                         |
| 60     | LATUR          | 0                                       | 711                                     | 711                      | 711                         | 2:49:34                            | 0                           | 648                                      | 63                                       | 91.14                                         |
| 61     | LONAVALA       | 0                                       | 114                                     | 114                      | 114                         | 1:56:41                            | 0                           | 113                                      | 1                                        | 99.12                                         |
| 62     | MAJALGAON      | 0                                       | 8                                       | 8                        | 8                           | 2:59:13                            | 0                           | 8                                        | 0                                        | 100.00                                        |
| 63     | MALEGAON       | 0                                       | 36                                      | 36                       | 36                          | 10:58:13                           | 0                           | 16                                       | 20                                       | 44.44                                         |
| 64     | MALKAPUR       | 0                                       | 35                                      | 35                       | 35                          | 3:49:00                            | 0                           | 34                                       | 1                                        | 97.14                                         |
| 65     | MANMAD         | 0                                       | 39                                      | 39                       | 39                          | 11:47:57                           | 0                           | 35                                       | 4                                        | 89.74                                         |

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| 66     | MEHKAR       | 0                                       | 20                                      | 20                       | 20                          | 3:23:23                            | 0                           | 20                                       | 0                                        | 100.00                                        |
| 67     | MORSHI       | 0                                       | 3                                       | 3                        | 3                           | 6:57:56                            | 0                           | 3                                        | 0                                        | 100.00                                        |
| 68     | MURTIJAPUR   | 0                                       | 25                                      | 25                       | 25                          | 11:36:25                           | 0                           | 21                                       | 4                                        | 84.00                                         |
| 69     | NAGPUR       | 0                                       | 1350                                    | 1350                     | 1350                        | 1:05:41                            | 0                           | 1332                                     | 18                                       | 98.67                                         |
| 70     | NALASOPARA   | 0                                       | 1640                                    | 1640                     | 1640                        | 2:37:35                            | 0                           | 1537                                     | 103                                      | 93.72                                         |
| 71     | NANDED       | 0                                       | 861                                     | 861                      | 861                         | 5:46:22                            | 0                           | 624                                      | 237                                      | 72.47                                         |
| 72     | NANDURA      | 0                                       | 3                                       | 3                        | 3                           | 6:17:56                            | 0                           | 3                                        | 0                                        | 100.00                                        |
| 73     | NANDURBAR    | 0                                       | 131                                     | 131                      | 131                         | 8:28:47                            | 0                           | 81                                       | 50                                       | 61.83                                         |
| 74     | NASHIK       | 0                                       | 3877                                    | 3877                     | 3877                        | 4:11:01                            | 0                           | 3468                                     | 409                                      | 89.45                                         |
| 75     | NAVI MUMBAI  | 0                                       | 2844                                    | 2844                     | 2844                        | 2:40:20                            | 0                           | 2674                                     | 170                                      | 94.02                                         |
| 76     | NILANGA      | 0                                       | 8                                       | 8                        | 8                           | 11:57:40                           | 0                           | 5                                        | 3                                        | 62.50                                         |
| 77     | OSMANABAD    | 0                                       | 89                                      | 89                       | 89                          | 6:20:30                            | 0                           | 69                                       | 20                                       | 77.53                                         |
| 78     | OZAR         | 0                                       | 55                                      | 55                       | 55                          | 2:51:16                            | 0                           | 55                                       | 0                                        | 100.00                                        |
| 79     | PACHORA      | 0                                       | 19                                      | 19                       | 19                          | 15:13:11                           | 0                           | 18                                       | 1                                        | 94.74                                         |
| 80     | PAITHAN      | 0                                       | 14                                      | 14                       | 14                          | 13:07:14                           | 0                           | 14                                       | 0                                        | 100.00                                        |
| 81     | PALGHAR      | 0                                       | 352                                     | 352                      | 352                         | 5:43:31                            | 0                           | 342                                      | 10                                       | 97.16                                         |
| 82     | PANDHARPUR   | 0                                       | 9                                       | 9                        | 9                           | 11:25:59                           | 0                           | 9                                        | 0                                        | 100.00                                        |
| 83     | PANVEL       | 0                                       | 2134                                    | 2134                     | 2134                        | 1:41:04                            | 0                           | 2034                                     | 100                                      | 95.31                                         |
| 84     | PARBHANI     | 0                                       | 177                                     | 177                      | 177                         | 10:11:41                           | 0                           | 85                                       | 92                                       | 48.02                                         |
| 85     | PARLI        | 0                                       | 8                                       | 8                        | 8                           | 18:10:21                           | 0                           | 4                                        | 4                                        | 50.00                                         |
| 86     | PAROLA       | 0                                       | 4                                       | 4                        | 4                           | 14:41:54                           | 0                           | 3                                        | 1                                        | 75.00                                         |
| 87     | PATHRI       | 0                                       | 1                                       | 1                        | 1                           | 3:00:00                            | 0                           | 1                                        | 0                                        | 99.99                                         |
| 88     | PEN          | 0                                       | 72                                      | 72                       | 72                          | 10:50:50                           | 0                           | 72                                       | 0                                        | 100.00                                        |
| 89     | PHALTAN      | 0                                       | 13                                      | 13                       | 13                          | 7:50:18                            | 0                           | 13                                       | 0                                        | 100.00                                        |
| 90     | PULGAON      | 0                                       | 2                                       | 2                        | 2                           | 14:30:00                           | 0                           | 2                                        | 0                                        | 100.00                                        |
| 91     | PUNE CITY    | 0                                       | 29418                                   | 29418                    | 29418                       | 4:54:54                            | 0                           | 23569                                    | 5849                                     | 80.12                                         |

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| 92     | PURNA         | 0                                       | 2                                       | 2                        | 2                           | 16:56:54                           | 0                           | 1                                        | 1                                        | 50.00                                         |
| 93     | PUSAD         | 0                                       | 46                                      | 46                       | 46                          | 8:40:02                            | 0                           | 44                                       | 2                                        | 95.65                                         |
| 94     | RATNAGIRI     | 0                                       | 76                                      | 76                       | 76                          | 2:42:56                            | 0                           | 71                                       | 5                                        | 93.42                                         |
| 95     | SAILU         | 0                                       | 14                                      | 14                       | 14                          | 13:00:00                           | 0                           | 14                                       | 0                                        | 100.00                                        |
| 96     | SANGAMNER     | 0                                       | 76                                      | 76                       | 76                          | 2:02:17                            | 0                           | 76                                       | 0                                        | 100.00                                        |
| 97     | SANGLI        | 0                                       | 273                                     | 273                      | 273                         | 2:23:14                            | 0                           | 252                                      | 21                                       | 92.31                                         |
| 98     | SATANA        | 0                                       | 3                                       | 3                        | 3                           | 12:00:00                           | 0                           | 3                                        | 0                                        | 100.00                                        |
| 99     | SATARA        | 0                                       | 116                                     | 116                      | 116                         | 8:35:11                            | 0                           | 72                                       | 44                                       | 62.07                                         |
| 100    | SHAHADA       | 0                                       | 16                                      | 16                       | 16                          | 11:30:00                           | 0                           | 16                                       | 0                                        | 100.00                                        |
| 101    | SHEGAON       | 0                                       | 27                                      | 27                       | 27                          | 1:57:47                            | 0                           | 27                                       | 0                                        | 100.00                                        |
| 102    | SHIRPUR       | 0                                       | 17                                      | 17                       | 17                          | 6:49:25                            | 0                           | 17                                       | 0                                        | 100.00                                        |
| 103    | SILLOD        | 0                                       | 16                                      | 16                       | 16                          | 2:45:00                            | 0                           | 16                                       | 0                                        | 100.00                                        |
| 104    | SINNAR        | 0                                       | 63                                      | 63                       | 63                          | 4:42:51                            | 0                           | 63                                       | 0                                        | 100.00                                        |
| 105    | SOLAPUR       | 0                                       | 412                                     | 412                      | 412                         | 3:33:43                            | 0                           | 352                                      | 60                                       | 85.44                                         |
| 106    | TALEGAON      | 0                                       | 270                                     | 270                      | 270                         | 2:56:39                            | 0                           | 269                                      | 1                                        | 99.63                                         |
| 107    | TASGAON       | 0                                       | 5                                       | 5                        | 5                           | 2:12:00                            | 0                           | 5                                        | 0                                        | 100.00                                        |
| 108    | TULJAPUR      | 0                                       | 25                                      | 25                       | 25                          | 17:36:05                           | 0                           | 12                                       | 13                                       | 48.00                                         |
| 109    | TUMSAR        | 0                                       | 12                                      | 12                       | 12                          | 6:19:29                            | 0                           | 12                                       | 0                                        | 100.00                                        |
| 110    | UDGIR         | 0                                       | 51                                      | 51                       | 51                          | 3:11:58                            | 0                           | 43                                       | 8                                        | 84.31                                         |
| 111    | UMARGA        | 0                                       | 17                                      | 17                       | 17                          | 1:00:00                            | 0                           | 17                                       | 0                                        | 100.00                                        |
| 112    | UMARKHED      | 0                                       | 26                                      | 26                       | 26                          | 3:29:46                            | 0                           | 26                                       | 0                                        | 100.00                                        |
| 113    | UMRED         | 0                                       | 26                                      | 26                       | 26                          | 9:27:42                            | 0                           | 26                                       | 0                                        | 100.00                                        |
| 114    | URAN-ISLAMPUR | 0                                       | 39                                      | 39                       | 39                          | 2:10:37                            | 0                           | 39                                       | 0                                        | 100.00                                        |
| 115    | VAIJAPUR      | 0                                       | 17                                      | 17                       | 17                          | 13:06:20                           | 0                           | 16                                       | 1                                        | 94.12                                         |
| 116    | VASAI         | 0                                       | 285                                     | 285                      | 285                         | 3:16:23                            | 0                           | 257                                      | 28                                       | 90.18                                         |
| 117    | VIRAR         | 0                                       | 1283                                    | 1283                     | 1283                        | 4:19:37                            | 0                           | 1084                                     | 199                                      | 84.49                                         |
| 118    | VITA          | 0                                       | 19                                      | 19                       | 19                          | 4:05:59                            | 0                           | 19                                       | 0                                        | 100.00                                        |
| 119    | WADGAON       | 0                                       | 24                                      | 24                       | 24                          | 6:03:11                            | 0                           | 17                                       | 7                                        | 70.83                                         |
| 120    | WAI           | 0                                       | 19                                      | 19                       | 19                          | 8:41:03                            | 0                           | 19                                       | 0                                        | 100.00                                        |

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| 121    | WANI         | 0                                       | 30                                      | 30                       | 30                          | 7:49:23                            | 0                           | 27                                       | 3                                        | 90.00                                         |
| 122    | WARDHA       | 0                                       | 34                                      | 34                       | 34                          | 0:42:21                            | 0                           | 34                                       | 0                                        | 100.00                                        |
| 123    | WARORA       | 0                                       | 17                                      | 17                       | 17                          | 4:45:53                            | 0                           | 17                                       | 0                                        | 100.00                                        |
| 124    | WARUD        | 0                                       | 7                                       | 7                        | 7                           | 10:41:58                           | 0                           | 7                                        | 0                                        | 100.00                                        |
| 125    | WASHIM       | 0                                       | 37                                      | 37                       | 37                          | 8:22:02                            | 0                           | 36                                       | 1                                        | 97.30                                         |
| 126    | YAVATMAL     | 0                                       | 137                                     | 137                      | 137                         | 5:21:35                            | 0                           | 102                                      | 35                                       | 74.45                                         |
| 127    | YAWAL        | 0                                       | 4                                       | 4                        | 4                           | 1:00:00                            | 0                           | 4                                        | 0                                        | 100.00                                        |
| 128    | YEOLA        | 0                                       | 42                                      | 42                       | 42                          | 9:57:06                            | 0                           | 34                                       | 8                                        | 80.95                                         |