

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 31/08/2016

Name of Discom: MSEDCL

Report Month: Aug'16

Period: 1 Month (1st Jul'16 to 31st Jul'16)

S.no	Town Name	Complaints pending from previous period	Complaints registered in current period	Total pending Complaints	Complaints closed	Complaints Pending Period (Average) HH:MM	Complaints yet to be closed	Complaints closed within SERC time limit	Complaints closed beyond SERC time limit	% of Complains closed within SERC time limit
1	Achalpur	7	23	30	25	12:06:53	5	23	2	92.00
2	Ahmadpur	6	17	23	22	14:23:48	1	16	6	72.73
3	Ahmednagar	248	105	353	293	7:14:39	60	28	265	9.56
4	Akkalkot	1	8	9	8	40:33:27	1	0	8	0.00
5	Akola	1749	5021	6770	5644	19:52:06	1126	3172	2472	56.20
6	Akot	26	91	117	91	24:38:09	26	43	48	47.25
7	Amalner	31	16	47	43	10:10:40	4	4	39	9.30
8	Ambejogai	100	856	956	810	20:42:02	146	593	217	73.21
9	Amravati	379	1304	1683	1479	12:03:10	204	1313	166	88.78
10	Anjangaon	2	5	7	6	5:00:00	1	6	0	100.00
11	Arvi	1	8	9	9	17:47:56	0	2	7	22.22
12	Ashta (MSEDCL)	0	5	5	5	41:43:08	0	2	3	40.00
13	Ausa	1	4	5	5	9:24:00	0	4	1	80.00
14	Balapur	4	11	15	12	15:55:16	3	3	9	25.00
15	Ballarpur	22	41	63	40	24:49:42	23	7	33	17.50
16	Baramati	3	37	40	39	14:14:13	1	24	15	61.54
17	Barshi	26	19	45	26	16:42:32	19	0	26	0.00
18	Basmath	2	2	4	3	12:20:00	1	2	1	66.66
19	Beed	27	311	338	296	19:42:17	42	214	82	72.30
20	Bhadrawati	7	17	24	13	27:04:29	11	1	12	7.69
21	Bhandara	33	98	131	106	20:43:33	25	35	71	33.02
22	Bhusawal	309	98	407	303	7:14:12	104	8	295	2.64
23	Brahmapuri	3	16	19	16	28:00:12	3	4	12	25.00
24	Buldhana	18	66	84	66	28:17:49	18	23	43	34.85
25	Chalisgaon	45	13	58	23	0:59:39	35	1	22	4.35
26	Chandrapur	1478	3143	4621	3077	22:12:03	1544	484	2593	15.73
27	Chikhli	9	12	21	10	27:45:05	11	5	5	50.00
28	Chiplun	6	17	23	21	19:31:12	2	9	12	42.86
29	Chopda	25	3	28	18	1:16:13	10	1	17	5.56
30	Dahanu	420	856	1276	982	17:24:11	294	329	653	33.50
31	Daryapur	7	15	22	18	7:19:33	4	15	3	83.33
32	Daund	2	19	21	15	9:14:23	6	10	5	66.67
33	Deglur	2	3	5	3	76:40:00	2	3	0	100.00
34	Deolali	15	336	351	347	14:19:21	4	293	54	84.44
35	Dharangaon	7	9	16	5	23:17:31	11	0	5	0.00
36	Dhule	17	83	100	89	11:37:04	11	64	25	71.91

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37	Digras	4	10	14	9	21:03:04	5	5	4	55.55
38	Dondaicha	1	5	6	6	42:08:39	0	5	1	83.33
39	Erandol	8	2	10	9	2:32:26	1	0	9	0.00
40	Gadchiroli	25	59	84	78	16:46:34	6	24	54	30.77
41	Gangakhed	1	6	7	6	19:58:39	1	6	0	100.00
42	Gondia	49	164	213	199	12:20:34	14	150	49	75.38
43	Greater Mumbai	5603	20147	25750	21272	13:56:24	4478	16338	4934	76.81
44	Hinganghat	14	40	54	47	17:50:45	7	14	33	29.79
45	Hingoli	3	21	24	23	18:12:08	1	12	11	52.17
46	Ichalkaranji	219	1560	1779	1762	16:06:01	17	1103	659	62.60
47	Igatpuri	11	11	22	21	8:00:00	1	19	2	90.48
48	Jaisingpur	17	117	134	130	17:34:23	4	102	28	78.46
49	Jalna	87	166	253	125	31:57:38	128	32	93	25.60
50	Jintur	2	4	6	5	12:48:00	1	5	0	100.00
51	Kamptee	10	19	29	23	18:29:54	6	18	5	78.26
52	Kannad	3	5	8	5	14:19:08	3	2	3	40.00
53	Karad	0	14	14	14	20:33:22	0	5	9	35.71
54	Karanja	84	250	334	290	20:22:55	44	151	139	52.07
55	Katol	4	4	8	8	7:13:59	0	7	1	87.50
56	Khamgaon	9	26	35	21	20:00:19	14	10	11	47.62
57	Khopoli	6	19	25	16	21:12:10	9	3	13	18.75
58	Kolhapur	805	6527	7332	7257	16:49:04	75	4457	2800	61.42
59	Kopargaon	20	8	28	28	4:20:34	0	3	25	10.71
60	Latur	149	1754	1903	1751	17:41:43	152	1349	402	77.04
61	Lonavala	25	106	131	123	19:45:04	8	108	15	87.80
62	Majalgaon	1	28	29	27	19:07:05	2	17	10	62.96
63	Malegaon	12	31	43	42	15:16:50	1	25	17	59.52
64	Malkapur	10	25	35	20	61:42:44	15	8	12	40.00
65	Manmad	6	23	29	29	12:47:42	0	12	17	41.38
66	Mehkar	0	0	0	0	0:00:00	0	0	0	0.00
67	Morshi	1	10	11	9	16:33:20	2	8	1	88.89
68	Murtijapur	5	16	21	18	15:40:11	3	9	9	50.00
69	Nagpur	974	3464	4438	3822	4:11:12	616	3786	36	99.06
70	Nalasopara	648	1347	1995	1474	17:07:56	521	571	903	38.74
71	Nanded	75	627	702	601	13:57:06	101	520	81	86.52
72	Nandura	5	11	16	7	29:23:52	9	4	3	57.14

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73	Nandurbar	168	346	514	349	22:10:28	165	212	137	60.74
74	Nashik	238	2664	2902	2665	18:06:00	237	2083	582	78.16
75	Navi Mumbai	1578	5461	7039	5975	14:55:16	1064	4149	1826	69.44
76	Nilanga	1	7	8	8	19:00:00	0	7	1	87.50
77	Osmanabad	56	298	354	300	22:39:15	54	101	199	33.67
78	Ozar	0	0	0	0	0:00:00	0	0	0	0.00
79	Pachora	11	11	22	2	22:51:54	20	0	2	0.00
80	Paithan	2	12	14	10	17:18:19	4	1	9	10.00
81	Palghar	995	1640	2635	1765	23:29:52	870	201	1564	11.39
82	Pandharpur	5	17	22	20	15:43:57	2	3	17	15.00
83	Panvel	636	2162	2798	2285	17:17:50	513	1486	799	65.03
84	Parbhani	12	81	93	65	15:18:53	28	60	5	92.31
85	Parli	5	18	23	17	32:20:25	6	7	10	41.18
86	Parola	6	3	9	6	11:37:18	3	2	4	33.33
87	Pathri	1	1	2	1	12:00:00	1	1	0	99.99
88	Pen	7	20	27	20	26:43:23	7	9	11	45.00
89	Phaltan	2	7	9	6	24:01:54	3	1	5	16.67
90	Pulgaon	2	6	8	7	19:35:54	1	2	5	28.57
91	Pune City	2390	42751	45141	42266	16:13:39	2875	35386	6880	83.72
92	Purna	0	3	3	3	7:40:00	0	3	0	100.00
93	Pusad	15	14	29	22	9:16:09	7	4	18	18.18
94	Ratnagiri	8	40	48	38	36:08:17	10	25	13	65.79
95	Sailu	14	11	25	12	13:35:00	13	11	1	91.67
96	Sangamner	20	23	43	32	108:21:05	11	3	29	9.37
97	Sangli	36	224	260	218	35:39:02	42	100	118	45.87
98	Satana	1	4	5	3	71:17:18	2	3	0	100.00
99	Satara	8	90	98	85	22:32:35	13	26	59	30.59
100	Shahada	7	14	21	14	18:11:21	7	3	11	21.43
101	Shegaon	2	27	29	19	35:43:42	10	10	9	52.63
102	Shirpur	1	1	2	2	1:30:00	0	2	0	100.00
103	Sillod	1	3	4	4	13:00:00	0	3	1	75.00
104	Sinnar	3	11	14	12	13:27:18	2	7	5	58.33
105	Solapur	107	142	249	115	27:40:36	134	19	96	16.52
106	Talegaon	2	58	60	56	16:38:55	4	50	6	89.29
107	Tasgaon	0	3	3	2	34:17:50	1	0	2	0.00
108	Tuljapur	12	103	115	96	22:14:29	19	29	67	30.21

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109	Tumsar	3	11	14	13	16:51:39	1	3	10	23.08
110	Udgir	4	145	149	126	27:24:46	23	94	32	74.60
111	Umarga	6	53	59	45	22:38:31	14	17	28	37.78
112	Umarkhed	2	16	18	13	42:35:18	5	4	9	30.77
113	Umred	1	19	20	17	21:24:25	3	8	9	47.06
114	Uran-Islampur	1	11	12	10	24:45:54	2	2	8	20.00
115	Vaijapur	3	2	5	4	11:25:57	1	0	4	0.00
116	Vasai	96	124	220	131	13:02:16	89	46	85	35.11
117	Virar	395	1134	1529	970	20:54:52	559	208	762	21.44
118	Vita	4	2	6	6	7:37:18	0	0	6	0.00
119	Wadgaon	18	50	68	65	14:30:58	3	14	51	21.54
120	Wai	2	13	15	14	25:57:55	1	3	11	21.43
121	Wani	5	9	14	11	11:46:09	3	2	9	18.18
122	Wardha	11	52	63	49	21:25:49	14	23	26	46.94
123	Warora	22	22	44	29	16:07:40	15	12	17	41.38
124	Warud	3	7	10	7	15:30:49	3	6	1	85.71
125	Washim	8	5	13	12	9:03:39	1	10	2	83.33
126	Yavatmal	129	433	562	480	17:52:45	82	180	300	37.50
127	Yawal	2	1	3	2	22:51:54	1	0	2	0.00
128	Yeola	0	0	0	0	0:00:00	0	0	0	0.00