

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 23/12/2016

Name of Discom: MSEDCL

Report Month: Dec'16

Period: 1 Month (1st Nov'16 to 30th Nov'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	2	4	6	6	14:27:58	0	3	3	50.00
2	Ahmadpur	1	19	20	12	15:09:03	8	11	1	91.67
3	Ahmednagar	47	162	209	142	17:45:59	67	36	106	25.35
4	Akkalkot	3	8	11	6	11:25:57	5	1	5	16.67
5	Akola	196	3582	3778	3580	19:05:50	198	3033	547	84.72
6	Akot	4	24	28	25	18:05:08	3	18	7	72.00
7	Amalner	15	10	25	0	0:00:00	25	0	0	0.00
8	Ambejogai	215	478	693	607	20:33:36	86	329	278	54.20
9	Amravati	72	606	678	598	9:26:07	80	583	15	97.49
10	Anjangaon	1	2	3	3	6:00:00	0	2	1	66.66
11	Arvi	0	0	0	0	0:00:00	0	0	0	0.00
12	Ashta (MSEDCL)	1	0	1	1	0:00:00	0	1	0	99.99
13	Ausa	5	5	10	8	4:48:00	2	8	0	100.00
14	Balapur	1	5	6	6	22:08:45	0	4	2	66.67
15	Ballarpur	4	12	16	10	13:18:39	6	7	3	70.00
16	Baramati	3	21	24	22	32:39:23	2	13	9	59.09
17	Barshi	15	25	40	32	23:00:43	8	2	30	6.25
18	Basmath	2	8	10	9	11:25:57	1	0	9	0.00
19	Beed	87	394	481	354	15:59:47	127	219	135	61.86
20	Bhadrawati	1	10	11	6	13:09:34	5	5	1	83.33
21	Bhandara	7	34	41	36	19:40:47	5	16	20	44.44
22	Bhusawal	261	42	303	11	7:14:57	292	3	8	27.27
23	Brahmapuri	1	7	8	6	18:56:32	2	4	2	66.67
24	Buldhana	8	44	52	50	15:16:15	2	30	20	60.00
25	Chalisgaon	27	15	42	0	13:43:08	42	0	0	0.00
26	Chandrapur	209	726	935	669	15:44:21	266	445	224	66.52
27	Chikhli	2	4	6	6	22:10:57	0	1	5	16.67
28	Chiplun	1	18	19	19	38:49:06	0	17	2	89.47
29	Chopda	27	3	30	1	7:37:18	29	0	1	0.00
30	Dahanu	55	267	322	241	22:27:56	81	106	135	43.98
31	Daryapur	1	5	6	6	11:10:23	0	3	3	50.00
32	Daund	68	12	80	10	5:52:58	70	2	8	20.00
33	Deglur	1	0	1	0	0:00:00	1	0	0	0.00
34	Deolali	28	196	224	219	13:46:19	5	208	11	94.98
35	Dharangaon	17	1	18	0	0:00:00	18	0	0	0.00
36	Dhule	22	71	93	74	15:03:49	19	45	29	60.81

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37	Digras	7	11	18	8	15:07:13	10	0	8	0.00
38	Dondaicha	2	1	3	2	17:00:00	1	2	0	100.00
39	Erandol	4	1	5	0	22:51:54	5	0	0	0.00
40	Gadchiroli	0	3	3	3	39:34:36	0	1	2	33.33
41	Gangakhed	3	2	5	4	25:00:00	1	3	1	75.00
42	Gondia	5	50	55	50	16:57:01	5	35	15	70.00
43	Greater Mumbai	1389	7811	9200	8119	11:37:18	1081	7272	847	89.57
44	Hinganghat	2	8	10	9	19:36:29	1	7	2	77.78
45	Hingoli	6	4	10	8	17:55:57	2	2	6	25.00
46	Ichalkaranji	221	910	1131	1087	4:44:42	44	970	117	89.24
47	Igatpuri	4	10	14	12	18:19:57	2	8	4	66.67
48	Jaisingpur	38	39	77	71	5:08:36	6	59	12	83.10
49	Jalna	70	66	136	112	21:34:58	24	7	105	6.25
50	Jintur	0	2	2	2	14:00:00	0	2	0	100.00
51	Kamptee	2	10	12	12	19:47:11	0	11	1	91.67
52	Kannad	2	6	8	8	39:35:57	0	4	4	50.00
53	Karad	1	4	5	5	21:57:58	0	4	1	80.00
54	Karanja	18	86	104	90	20:19:05	14	53	37	58.89
55	Katol	1	8	9	9	16:50:28	0	4	5	44.44
56	Khamgaon	12	22	34	15	13:50:07	19	1	14	6.67
57	Khopoli	8	9	17	6	17:12:26	11	4	2	66.67
58	Kolhapur	837	4521	5358	5128	6:32:44	230	4553	575	88.79
59	Kopargaon	5	8	13	4	14:19:28	9	0	4	0.00
60	Latur	235	1035	1270	1107	13:49:05	163	978	129	88.35
61	Lonavala	21	24	45	43	9:00:00	2	43	0	100.00
62	Majalgaon	8	28	36	31	22:37:14	5	13	18	41.94
63	Malegaon	9	30	39	33	18:08:39	6	30	3	90.91
64	Malkapur	1	7	8	2	13:03:56	6	0	2	0.00
65	Manmad	2	10	12	9	14:35:11	3	6	3	66.67
66	Mehkar	1	1	2	0	22:51:54	2	0	0	0.00
67	Morshi	1	1	2	1	25:00:00	1	1	0	99.99
68	Murtijapur	0	2	2	1	14:00:00	1	1	0	99.99
69	Nagpur	137	1820	1957	1817	5:08:25	140	1772	45	97.52
70	Nalasopara	584	620	1204	810	20:52:01	394	115	695	14.20
71	Nanded	64	316	380	344	15:05:12	36	290	54	84.30
72	Nandura	6	5	11	0	9:08:45	11	0	0	0.00

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73	Nandurbar	122	165	287	234	20:25:53	53	121	113	51.71
74	Nashik	357	1217	1574	1396	14:25:08	178	1256	140	89.97
75	Navi Mumbai	485	2375	2860	2537	11:10:17	323	2340	197	92.23
76	Nilanga	1	14	15	15	11:45:59	0	13	2	86.67
77	Osmanabad	83	148	231	186	18:48:53	45	84	102	45.16
78	Ozar	1	3	4	4	12:20:00	0	4	0	100.00
79	Pachora	30	7	37	35	22:51:54	2	0	35	0.00
80	Paithan	0	6	6	5	65:15:57	1	2	3	40.00
81	Palghar	261	659	920	588	32:05:31	332	198	390	33.67
82	Pandharpur	3	15	18	18	11:13:50	0	10	8	55.56
83	Panvel	229	1039	1268	1090	12:04:18	178	954	136	87.52
84	Parbhani	5	27	32	30	13:06:04	2	26	4	86.67
85	Parli	6	5	11	8	23:56:45	3	3	5	37.50
86	Parola	10	1	11	1	22:51:54	10	0	1	0.00
87	Pathri	1	3	4	1	3:40:00	3	1	0	99.99
88	Pen	4	3	7	5	23:14:36	2	1	4	20.00
89	Phaltan	4	2	6	6	22:51:54	0	0	6	0.00
90	Pulgaon	1	1	2	2	2:00:00	0	1	1	50.00
91	Pune City	3610	19523	23133	21042	7:17:40	2091	20230	812	96.14
92	Purna	0	3	3	2	5:40:00	1	2	0	100.00
93	Pusad	13	10	23	8	10:34:23	15	1	7	12.50
94	Ratnagiri	1	26	27	23	20:37:03	4	19	4	82.61
95	Sailu	4	3	7	6	8:20:00	1	3	3	50.00
96	Sangamner	9	21	30	16	21:18:13	14	2	14	12.50
97	Sangli	42	271	313	306	19:06:29	7	186	120	60.78
98	Satana	1	1	2	2	22:51:54	0	1	1	50.00
99	Satara	25	56	81	72	20:31:13	9	14	58	19.44
100	Shahada	3	7	10	9	17:02:47	1	2	7	22.22
101	Shegaon	3	7	10	6	16:19:55	4	0	6	0.00
102	Shirpur	1	3	4	4	14:00:00	0	3	1	75.00
103	Sillod	0	2	2	2	19:00:00	0	2	0	100.00
104	Sinnar	3	11	14	12	36:53:48	2	10	2	83.33
105	Solapur	164	125	289	177	19:57:31	112	27	150	15.25
106	Talegaon	14	39	53	51	6:49:14	2	44	7	86.27
107	Tasgaon	0	6	6	6	11:57:18	0	4	2	66.67
108	Tuljapur	16	36	52	47	18:03:58	5	26	21	55.32

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109	Tumsar	1	3	4	2	22:51:54	2	0	2	0.00
110	Udgir	27	98	125	113	14:46:54	12	105	8	92.92
111	Umarga	8	9	17	13	22:55:30	4	3	10	23.08
112	Umarkhed	8	4	12	4	17:38:55	8	1	3	25.00
113	Umred	0	6	6	6	23:07:18	0	5	1	83.33
114	Uran-Islampur	3	14	17	17	22:43:40	0	8	9	47.06
115	Vaijapur	0	2	2	2	11:25:57	0	0	2	0.00
116	Vasai	177	61	238	82	19:00:43	156	10	72	12.20
117	Virar	525	327	852	451	20:02:47	401	77	374	17.07
118	Vita	0	4	4	4	16:12:58	0	3	1	75.00
119	Wadgaon	22	13	35	22	32:22:42	13	2	20	9.09
120	Wai	3	6	9	7	22:51:54	2	0	7	0.00
121	Wani	0	7	7	5	11:15:59	2	5	0	100.00
122	Wardha	1	9	10	8	24:32:26	2	6	2	75.00
123	Warora	4	1	5	2	13:00:00	3	2	0	100.00
124	Warud	3	11	14	10	8:25:48	4	6	4	60.00
125	Washim	2	7	9	9	18:22:14	0	4	5	44.44
126	Yavatmal	147	107	254	160	19:52:39	94	38	122	23.75
127	Yawal	6	1	7	2	22:51:54	5	0	2	0.00
128	Yeola	2	4	6	6	11:30:00	0	4	2	66.67