

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 24/02/2016

Name of Discom: MSEDCL

Report Month: Feb'16

Period: 1 Month (1st Jan'16 to 31th Jan'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	47	11	58	23	5:40	35	10	13	43
2	Ahmadpur	85	21	106	7	11:00	99	4	3	57
3	Ahmednagar	384	327	711	365	16:34	346	234	131	64
4	Akkalkot	30	7	37	10	8:11	27	1	9	10
5	Akola	3260	2988	6248	3073	16:44	3175	1032	2041	34
6	Akot	83	20	103	21	17:52	82	8	13	38
7	Amalner	100	9	109	0	23:06	109	0	0	0
8	Ambejogai	395	514	909	634	13:32	275	83	551	13
9	Amravati	1864	829	2693	714	10:24	1979	452	262	63
10	Anjangaon	48	2	50	1	8:53	49	1	0	100
11	Arvi	4	0	4	2	23:06	2	2	0	100
12	Ashta	10	4	14	9	23:06	5	2	7	22
13	Ausa	23	7	30	5	14:22	25	3	2	60
14	Balapur	28	2	30	4	4:49	26	2	2	50
15	Ballarpur	34	11	45	7	23:06	38	0	7	0
16	Baramati	266	28	294	84	7:44	210	20	64	24
17	Barshi	62	5	67	28	23:06	39	1	27	4
18	Basmath	34	2	36	2	23:06	34	0	2	0
19	Beed	208	251	459	327	13:11	132	98	229	30
20	Bhadrawati	13	11	24	9	23:06	15	3	6	33
21	Bhandara	133	53	186	51	1:27	135	19	32	37
22	Bhusawal	442	39	481	64	23:06	417	11	53	17
23	Brahmapuri	26	15	41	3	7:12	38	0	3	0
24	Buldhana	104	9	113	8	2:07	105	0	8	0
25	Chalisgaon	82	5	87	4	23:06	83	0	4	0
26	Chandrapur	2537	1317	3854	2058	5:50	1796	702	1356	34
27	Chikhli	44	2	46	2	0:20	44	1	1	50
28	Chiplun	12	4	16	6	23:06	10	3	3	50
29	Chopda	62	5	67	1	23:06	66	0	1	0
30	Dahanu	194	212	406	245	11:33	161	62	183	25
31	Daryapur	38	9	47	17	6:35	30	12	5	71
32	Daund	131	11	142	12	8:58	130	3	9	25

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 24/02/2016

Name of Discom: MSEDCL

Report Month: Feb'16

Period: 1 Month (1st Jan'16 to 31st Jan'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
33	Deglur	27	3	30	2	15:53	28	1	1	50
34	Deolali	36	188	224	198	14:21	26	70	128	35
35	Dharangaon	41	32	73	0	23:06	73	0	0	0
36	Dhule	1702	112	1814	144	2:51	1670	46	98	32
37	Digras	23	3	26	9	23:06	17	6	3	67
38	Dondaicha	30	3	33	1	23:06	32	1	0	100
39	Erandol	15	2	17	1	23:06	16	0	1	0
40	Gadchiroli	10	3	13	4	23:06	9	1	3	25
41	Gangakhed	22	4	26	2	17:13	24	1	1	50
42	Gondia	104	49	153	69	10:13	84	20	49	29
43	Greater Mumbai	28961	9445	38406	9153	8:53	29253	5317	3836	58
44	Hinganghat	23	9	32	14	8:11	18	3	11	21
45	Hingoli	99	13	112	10	23:06	102	0	10	0
46	Ichalkaranji	317	675	992	797	5:51	195	695	102	87
47	Igatpuri	7	7	14	9	6:43	5	5	4	56
48	Jaisingpur	74	69	143	102	3:26	41	64	38	63
49	Jalna	280	173	453	158	7:57	295	52	106	33
50	Jintur	13	6	19	2	23:06	17	0	2	0
51	Kamptee	54	15	69	12	2:57	57	0	12	0
52	Kannad	80	10	90	4	1:37	86	1	3	25
53	Karad	20	8	28	4	2:54	24	2	2	50
54	Karanja	64	89	153	109	12:09	44	17	92	16
55	Katol	15	6	21	5	18:16	16	2	3	40
56	Khamgaon	97	25	122	5	0:05	117	1	4	20
57	Khopoli	94	13	107	7	28:12:00	100	3	4	43
58	Kolhapur	835	2754	3589	3250	4:57	339	2869	381	88
59	Kopargaon	6	5	11	5	23:06	6	3	2	60
60	Latur	1400	1068	2468	1055	11:36	1413	754	301	71
61	Lonavala	77	34	111	68	5:54	43	35	33	51
62	Majalgaon	26	25	51	37	11:00	14	7	30	19
63	Malegaon	11	31	42	29	4:14	13	14	15	48
64	Malkapur	74	13	87	11	23:06	76	0	11	0

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 24/02/2016

Name of Discom: MSEDCL

Report Month: Feb'16

Period: 1 Month (1st Jan'16 to 31st Jan'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
65	Manmad	5	18	23	20	14:18	3	11	9	55
66	Mehkar	28	5	33	2	132:00:00	31	0	2	0
67	Morshi	26	3	29	3	2:01	26	1	2	33
68	Murtijapur	29	11	40	6	19:59	34	1	5	17
69	Nagpur	1469	2062	3531	2231	3:14	1300	2139	92	96
70	Nalasopara	2095	1056	3151	859	10:59	2292	248	611	29
71	Nanded	1155	348	1503	270	9:50	1233	130	140	48
72	Nandura	25	4	29	2	23:06	27	0	2	0
73	Nandurbar	721	229	950	182	4:20	768	17	165	9
74	Nashik	529	1208	1737	1451	14:43	286	598	853	41
75	Navi Mumbai	8763	2608	11371	2342	9:33	9029	1240	1102	53
76	Nilanga	60	9	69	6	13:33	63	2	4	33
77	Osmanabad	290	200	490	219	12:50	271	47	172	21
78	Ozar	1	10	11	9	9:19	2	2	7	22
79	Pachora	78	13	91	1	23:06	90	0	1	0
80	Paithan	66	14	80	3	13:34	77	0	3	0
81	Palghar	846	505	1351	951	5:12	400	53	898	6
82	Pandharpur	19	5	24	6	4:44	18	2	4	33
83	Panvel	4594	1282	5876	1099	6:02	4777	464	635	42
84	Parbhani	114	27	141	18	7:20	123	4	14	22
85	Parli	104	16	120	12	3:16	108	1	11	8
86	Parola	13	4	17	2	3:00	15	2	0	100
87	Pathri	5	3	8	1	20:57	7	0	1	0
88	Pen	107	8	115	7	8:49	108	6	1	86
89	Phaltan	2	4	6	6	5:20	0	6	0	100
90	Pulgaon	3	3	6	3	23:06	3	1	2	33
91	Pune City	16389	20165	36554	19780	16:54	16774	13062	6718	66
92	Purna	23	8	31	0	23:06	31	0	0	0
93	Pusad	137	12	149	22	5:44	127	9	13	41
94	Ratnagiri	24	32	56	32	9:28	24	12	20	38
95	Sailu	64	11	75	3	4:59	72	1	2	33
96	Sangamner	46	20	66	32	3:40	34	7	25	22

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 24/02/2016

Name of Discom: MSEDCL

Report Month: Feb'16

Period: 1 Month (1st Jan'16 to 31st Jan'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
97	Sangli	645	121	766	377	4:27	389	29	348	8
98	Satana	3	4	7	5	6:59	2	1	4	20
99	Satara	59	75	134	34	10:35	100	14	20	41
100	Shahada	93	11	104	0	23:06	104	0	0	0
101	Shegaon	47	7	54	3	23:06	51	0	3	0
102	Shirpur	31	9	40	19	2:59	21	5	14	26
103	Sillod	79	2	81	2	19:26	79	2	0	100
104	Sinnar	11	15	26	18	10:29	8	11	7	61
105	Solapur	331	91	422	228	3:51	194	67	161	29
106	Talegaon	176	69	245	31	15:34	214	2	29	6
107	Tasgaon	34	1	35	10	2:00	25	0	10	0
108	Tuljapur	105	80	185	98	12:46	87	25	73	26
109	Tumsar	11	6	17	2	23:06	15	1	1	50
110	Udgir	108	169	277	168	12:51	109	107	61	64
111	Umarga	66	26	92	35	5:56	57	16	19	46
112	Umardhed	58	17	75	27	41:34:00	48	11	16	41
113	Umred	42	4	46	9	6:53	37	1	8	11
114	Uran-Islampur	48	8	56	9	2:21	47	1	8	11
115	Vaijapur	75	10	85	2	23:06	83	0	2	0
116	Vasai	209	70	279	77	5:12	202	18	59	23
117	Virar	1393	554	1947	438	9:44	1509	113	325	26
118	Vita	39	0	39	13	23:06	26	5	8	38
119	Wadgaon	61	13	74	58	2:33	16	21	37	36
120	Wai	35	5	40	8	3:41	32	1	7	12
121	Wani	21	4	25	11	23:06	14	1	10	9
122	Wardha	11	13	24	15	2:02	9	4	11	27
123	Warora	4	2	6	3	23:06	3	0	3	0
124	Warud	9	2	11	5	23:06	6	3	2	60
125	Washim	73	14	87	22	0:03	65	6	16	27
126	Yavatmal	170	59	229	140	39:59:00	89	51	89	36
127	Yawal	8	1	9	5	23:06	4	3	2	60
128	Yeola	3	2	5	4	9:42	1	2	2	50