

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 22/02/2017

Name of Discom: MSEDCL

Report Month: Feb'17

Period: 1 Month (1st Jan'17 to 31st Jan'17)

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	5	5	10	9	6:36:00	1	9	0	100.00
2	Ahmadpur	0	2	2	2	7:00:00	0	2	0	100.00
3	Ahmednagar	35	161	196	188	14:40:26	8	29	159	15.43
4	Akkalkot	3	2	5	2	18:30:00	3	0	2	0.00
5	Akola	279	3176	3455	3419	15:42:38	36	2779	640	81.28
6	Akot	0	23	23	23	18:11:44	0	20	3	86.96
7	Amalner	27	6	33	12	15:25:00	21	0	12	0.00
8	Ambejogai	52	456	508	473	19:12:38	35	209	264	44.19
9	Amravati	26	532	558	539	7:52:16	19	498	41	92.39
10	Anjangaon	0	6	6	6	8:50:00	0	6	0	100.00
11	Arvi	0	2	2	2	18:30:00	0	0	2	0.00
12	Ashta (MSEDCL)	0	0	0	0	0:00:00	0	0	0	0.00
13	Ausa	2	4	6	4	10:30:00	2	4	0	100.00
14	Balapur	0	2	2	2	16:30:00	0	2	0	100.00
15	Ballarpur	3	9	12	12	16:13:20	0	8	4	66.67
16	Baramati	8	22	30	23	14:23:11	7	11	12	47.83
17	Barshi	3	12	15	14	15:57:30	1	3	11	21.43
18	Basmath	0	4	4	3	21:30:00	1	2	1	66.66
19	Beed	26	290	316	302	16:42:37	14	148	154	49.01
20	Bhadrawati	0	2	2	2	8:00:00	0	2	0	100.00
21	Bhandara	2	17	19	18	20:22:56	1	6	12	33.33
22	Bhusawal	91	31	122	105	15:30:00	17	4	101	3.81
23	Brahmapuri	0	8	8	8	12:22:30	0	3	5	37.50
24	Buldhana	0	20	20	20	17:00:00	0	17	3	85.00
25	Chalisgaon	9	6	15	12	12:20:00	3	0	12	0.00
26	Chandrapur	122	827	949	869	16:03:42	80	524	345	60.30
27	Chikhli	4	9	13	13	10:16:40	0	0	13	0.00
28	Chiplun	2	25	27	25	18:49:12	2	16	9	64.00
29	Chopda	18	3	21	12	14:50:00	9	2	10	16.67
30	Dahanu	15	234	249	238	17:20:38	11	103	135	43.28
31	Daryapur	1	2	3	3	13:00:00	0	3	0	100.00
32	Daund	71	19	90	3	10:09:28	87	3	0	100.00
33	Deglur	0	2	2	2	20:00:00	0	2	0	100.00
34	Deolali	22	144	166	163	15:23:45	3	86	77	52.76
35	Dharangaon	13	0	13	3	0:00:00	10	0	3	0.00
36	Dhule	7	77	84	82	13:06:14	2	73	9	89.02

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37	Digras	3	1	4	2	18:30:00	2	0	2	0.00
38	Dondaicha	0	4	4	4	14:52:30	0	1	3	25.00
39	Erandol	0	1	1	0	18:30:00	1	0	0	0.00
40	Gadchiroli	1	7	8	7	22:12:51	1	5	2	71.43
41	Gangakhed	0	3	3	3	19:00:00	0	1	2	33.33
42	Gondia	0	44	44	42	13:56:35	2	33	9	78.57
43	Greater Mumbai	376	7295	7671	7390	11:32:07	281	6046	1344	81.81
44	Hinganghat	0	11	11	9	15:57:16	2	6	3	66.67
45	Hingoli	1	20	21	14	12:31:30	7	1	13	7.14
46	Ichalkaranji	36	822	858	846	4:14:51	12	831	15	98.23
47	Igatpuri	0	2	2	1	8:00:00	1	1	0	99.99
48	Jaisingpur	3	21	24	21	4:42:51	3	20	1	95.24
49	Jalna	17	95	112	102	18:11:41	10	18	84	17.65
50	Jintur	0	7	7	7	17:25:43	0	7	0	100.00
51	Kamptee	0	16	16	15	11:46:53	1	12	3	80.00
52	Kannad	2	3	5	4	20:00:00	1	1	3	25.00
53	Karad	0	13	13	13	15:18:28	0	5	8	38.46
54	Karanja	26	38	64	62	19:42:38	2	26	36	41.94
55	Katol	0	6	6	4	17:45:00	2	2	2	50.00
56	Khamgaon	6	20	26	22	12:10:30	4	4	18	18.18
57	Khopoli	2	12	14	12	17:40:00	2	3	9	25.00
58	Kolhapur	142	2867	3009	2949	3:30:57	60	2935	14	99.53
59	Kopergaon	1	6	7	7	15:25:00	0	0	7	0.00
60	Latur	85	960	1045	815	12:41:47	230	721	94	88.47
61	Lonavala	5	31	36	33	7:32:54	3	33	0	100.00
62	Majalgaon	7	14	21	19	20:02:09	2	4	15	21.05
63	Malegaon	4	50	54	54	14:27:36	0	29	25	53.70
64	Malkapur	4	3	7	6	18:30:00	1	0	6	0.00
65	Manmad	1	22	23	22	11:00:00	1	17	5	77.27
66	Mehkar	2	3	5	3	12:20:00	2	0	3	0.00
67	Morshi	0	2	2	2	4:30:00	0	2	0	100.00
68	Murtijapur	0	5	5	5	11:00:00	0	5	0	100.00
69	Nagpur	54	1872	1926	1881	4:56:54	45	1872	9	99.52
70	Nalasopara	76	726	802	765	17:28:43	37	152	613	19.87
71	Nanded	17	288	305	294	15:01:09	11	218	76	74.15
72	Nandura	0	2	2	2	117:00:00	0	2	0	100.00

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73	Nandurbar	19	274	293	287	13:08:19	6	235	52	81.88
74	Nashik	122	1160	1282	1206	14:43:22	76	551	655	45.69
75	Navi Mumbai	163	2401	2564	2475	13:02:06	89	1984	491	80.16
76	Nilanga	0	1	1	1	16:00:00	0	1	0	99.99
77	Osmanabad	39	119	158	135	15:57:59	23	35	100	25.93
78	Ozar	0	0	0	0	0:00:00	0	0	0	0.00
79	Pachora	1	4	5	1	13:52:30	4	0	1	0.00
80	Paithan	6	8	14	12	14:30:00	2	1	11	8.33
81	Palghar	52	531	583	550	17:26:03	33	250	300	45.45
82	Pandharpur	0	7	7	7	11:47:09	0	6	1	85.71
83	Panvel	54	1043	1097	1070	13:13:48	27	921	149	86.07
84	Parbhani	4	40	44	41	15:46:30	3	28	13	68.29
85	Parli	2	20	22	19	25:43:30	3	10	9	52.63
86	Parola	4	3	7	2	12:20:00	5	0	2	0.00
87	Pathri	0	5	5	5	23:54:00	0	4	1	80.00
88	Pen	0	9	9	9	13:30:00	0	4	5	44.44
89	Phaltan	0	14	14	14	13:32:09	0	6	8	42.86
90	Pulgaon	0	3	3	3	18:40:00	0	1	2	33.33
91	Pune City	1720	24453	26173	24907	6:12:17	1266	24806	101	99.59
92	Purna	1	0	1	0	0:00:00	1	0	0	0.00
93	Pusad	3	9	12	11	16:26:40	1	1	10	9.09
94	Ratnagiri	4	38	42	40	21:17:22	2	30	10	75.00
95	Sailu	3	18	21	19	18:10:00	2	13	6	68.42
96	Sangamner	12	23	35	30	15:11:44	5	2	28	6.67
97	Sangli	24	154	178	157	14:51:49	21	140	17	89.17
98	Satana	0	4	4	4	8:22:30	0	1	3	25.00
99	Satara	17	94	111	98	20:03:31	13	28	70	28.57
100	Shahada	1	15	16	15	16:22:00	1	9	6	60.00
101	Shegaon	5	6	11	10	18:30:00	1	1	9	10.00
102	Shirpur	0	0	0	0	0:00:00	0	0	0	0.00
103	Sillod	0	3	3	3	13:00:00	0	1	2	33.33
104	Sinnar	2	17	19	18	13:08:49	1	7	11	38.89
105	Solapur	41	135	176	135	14:57:47	41	14	121	10.37
106	Talegaon	5	52	57	56	6:54:14	1	55	1	98.21
107	Tasgaon	0	7	7	7	14:25:43	0	4	3	57.14
108	Tuljapur	7	33	40	32	14:07:16	8	7	25	21.87

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109	Tumsar	0	2	2	2	18:30:00	0	0	2	0.00
110	Udgir	9	126	135	103	16:28:34	32	95	8	92.23
111	Umarga	5	16	21	19	17:22:30	2	6	13	31.58
112	Umarkhed	2	2	4	3	18:30:00	1	0	3	0.00
113	Umred	0	6	6	6	12:05:00	0	3	3	50.00
114	Uran-Islampur	2	25	27	27	17:32:24	0	23	4	85.18
115	Vaijapur	0	7	7	7	18:30:00	0	0	7	0.00
116	Vasai	19	55	74	60	13:18:33	14	7	53	11.67
117	Virar	65	410	475	451	17:08:03	24	248	203	54.99
118	Vita	1	2	3	3	25:00:00	0	2	1	66.66
119	Wadgaon	4	12	16	15	31:42:30	1	9	6	60.00
120	Wai	1	16	17	17	39:31:53	0	5	12	29.41
121	Wani	2	10	12	8	18:30:00	4	0	8	0.00
122	Wardha	1	7	8	8	9:42:51	0	5	3	62.50
123	Warora	1	9	10	9	16:46:40	1	5	4	55.55
124	Warud	2	5	7	4	12:18:00	3	3	1	75.00
125	Washim	7	26	33	33	18:20:46	0	17	16	51.51
126	Yavatmal	22	94	116	100	17:42:08	16	22	78	22.00
127	Yawal	1	2	3	1	18:30:00	2	0	1	0.00
128	Yeola	0	2	2	1	15:30:00	1	1	0	99.99