

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 27/01/2017

Name of Discom: MSEDCL

Report Month: Jan'17

Period: 1 Month (1st Dec'16 to 31st Dec'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	0	23	23	19	10:12:20	4	17	2	89.47
2	Ahmadpur	8	4	12	11	15:15:00	1	11	0	100.00
3	Ahmednagar	67	161	228	180	31:54:46	48	47	133	26.11
4	Akkalkot	5	9	14	8	17:47:02	6	0	8	0.00
5	Akola	200	3526	3726	3384	18:04:38	342	2962	422	87.53
6	Akot	3	30	33	31	30:05:44	2	30	1	96.77
7	Amalner	25	8	33	0	2:51:29	33	0	0	0.00
8	Ambejogai	86	598	684	563	24:06:47	121	357	206	63.41
9	Amravati	81	805	886	806	8:15:01	80	788	18	97.77
10	Anjangaon	0	5	5	5	8:36:00	0	5	0	100.00
11	Arvi	0	2	2	2	9:30:00	0	2	0	100.00
12	Ashta (MSEDCL)	0	2	2	2	22:51:54	0	0	2	0.00
13	Ausa	2	3	5	3	8:37:18	2	1	2	33.33
14	Balapur	0	5	5	5	20:56:45	0	4	1	80.00
15	Ballarpur	6	15	21	13	20:43:08	8	6	7	46.15
16	Baramati	2	33	35	23	21:21:08	12	0	23	0.00
17	Barshi	8	30	38	32	18:31:41	6	11	21	34.37
18	Basmath	1	6	7	5	14:17:18	2	1	4	20.00
19	Beed	127	296	423	377	26:02:48	46	291	86	77.19
20	Bhadrawati	5	4	9	6	14:57:58	3	1	5	16.67
21	Bhandara	5	19	24	19	16:26:53	5	6	13	31.58
22	Bhusawal	292	43	335	214	55:56:57	121	3	211	1.40
23	Brahmapuri	2	4	6	6	9:12:58	0	3	3	50.00
24	Buldhana	2	24	26	26	17:42:58	0	20	6	76.92
25	Chalisgaon	42	13	55	45	12:18:43	10	0	45	0.00
26	Chandrapur	266	1026	1292	938	22:32:57	354	475	463	50.64
27	Chikhli	0	10	10	4	11:49:57	6	1	3	25.00
28	Chiplun	0	25	25	23	20:06:14	2	20	3	86.96
29	Chopda	29	3	32	4	19:57:18	28	2	2	50.00
30	Dahanu	81	312	393	361	23:10:21	32	161	200	44.60
31	Daryapur	0	5	5	4	20:48:00	1	4	0	100.00
32	Daund	70	28	98	0	3:36:26	98	0	0	0.00
33	Deglur	1	6	7	7	13:37:18	0	2	5	28.57
34	Deolali	5	169	174	145	16:34:44	29	138	7	95.17
35	Dharangaon	18	0	18	0	0:00:00	18	0	0	0.00
36	Dhule	19	86	105	97	13:03:03	8	70	27	72.16

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37	Digras	10	5	15	9	18:17:31	6	0	9	0.00
38	Dondaicha	1	0	1	1	0:00:00	0	0	1	0.00
39	Erandol	5	0	5	5	0:00:00	0	0	5	0.00
40	Gadchiroli	0	9	9	7	22:29:44	2	3	4	42.86
41	Gangakhed	1	6	7	5	12:37:18	2	2	3	40.00
42	Gondia	5	68	73	71	15:16:34	2	57	14	80.28
43	Greater Mumbai	1148	9544	10692	9786	10:29:26	906	9051	735	92.49
44	Hinganghat	1	10	11	10	13:05:11	1	9	1	90.00
45	Hingoli	2	10	12	9	17:36:19	3	1	8	11.11
46	Ichalkaranji	44	940	984	931	3:43:18	53	929	2	99.79
47	Igatpuri	2	5	7	7	14:46:23	0	4	3	57.14
48	Jaisingpur	6	48	54	50	3:16:15	4	50	0	100.00
49	Jalna	24	113	137	114	15:46:21	23	24	90	21.05
50	Jintur	0	3	3	3	16:17:18	0	2	1	66.66
51	Kamptee	0	11	11	11	18:46:53	0	8	3	72.73
52	Kannad	0	4	4	2	22:51:54	2	0	2	0.00
53	Karad	0	7	7	3	12:41:42	4	3	0	100.00
54	Karanja	14	98	112	72	22:28:00	40	57	15	79.17
55	Katol	0	3	3	2	30:17:18	1	1	1	50.00
56	Khamgaon	20	18	38	25	29:55:30	13	3	22	12.00
57	Khopoli	11	18	29	22	16:31:16	7	3	19	13.64
58	Kolhapur	230	4068	4298	4111	3:08:51	187	4094	17	99.59
59	Kopargaon	9	2	11	6	22:51:54	5	2	4	33.33
60	Latur	163	1064	1227	1090	15:13:56	137	902	188	82.75
61	Lonavala	2	32	34	28	9:08:37	6	25	3	89.29
62	Majalgaon	5	22	27	20	17:40:41	7	7	13	35.00
63	Malegaon	6	29	35	29	45:48:49	6	23	6	79.31
64	Malkapur	6	11	17	7	13:11:56	10	1	6	14.29
65	Manmad	3	32	35	31	17:38:22	4	24	7	77.42
66	Mehkar	2	2	4	1	11:25:57	3	0	1	0.00
67	Morshi	1	2	3	2	11:30:00	1	2	0	100.00
68	Murtijapur	1	11	12	12	18:08:42	0	9	3	75.00
69	Nagpur	143	1878	2021	1961	5:10:07	60	1937	24	98.78
70	Nalasopara	394	577	971	798	20:02:40	173	183	615	22.93
71	Nanded	37	256	293	251	20:47:09	42	199	52	79.28
72	Nandura	11	2	13	7	86:00:00	6	1	6	14.29

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73	Nandurbar	53	207	260	229	22:44:42	31	165	64	72.05
74	Nashik	178	1408	1586	1380	16:30:29	206	1311	69	95.00
75	Navi Mumbai	324	1978	2302	1997	12:16:23	305	1937	60	97.00
76	Nilanga	0	5	5	5	17:10:23	0	4	1	80.00
77	Osmanabad	45	234	279	229	21:49:34	50	109	120	47.60
78	Ozar	0	1	1	1	11:00:00	0	1	0	99.99
79	Pachora	2	2	4	2	11:25:57	2	0	2	0.00
80	Paithan	1	7	8	2	21:10:12	6	1	1	50.00
81	Palghar	332	585	917	820	21:17:24	97	200	620	24.39
82	Pandharpur	0	12	12	12	12:55:00	0	12	0	100.00
83	Panvel	185	1135	1320	1198	11:03:50	122	1148	50	95.83
84	Parbhani	2	64	66	59	16:16:43	7	37	22	62.71
85	Parli	3	3	6	3	21:57:18	3	1	2	33.33
86	Parola	10	2	12	2	22:25:57	10	1	1	50.00
87	Pathri	3	0	3	0	0:00:00	3	0	0	0.00
88	Pen	2	8	10	8	23:17:26	2	3	5	37.50
89	Phaltan	0	6	6	6	11:18:39	0	4	2	66.67
90	Pulgaon	0	2	2	2	23:55:57	0	1	1	50.00
91	Pune City	2096	27102	29198	27157	7:31:53	2041	26362	795	97.07
92	Purna	1	0	1	0	0:00:00	1	0	0	0.00
93	Pusad	15	14	29	17	23:44:15	12	5	12	29.41
94	Ratnagiri	4	42	46	41	21:12:38	5	23	18	56.10
95	Sailu	1	14	15	7	5:45:59	8	4	3	57.14
96	Sangamner	14	35	49	29	15:48:03	20	5	24	17.24
97	Sangli	7	191	198	170	16:19:23	28	127	43	74.71
98	Satana	0	5	5	5	15:00:00	0	5	0	100.00
99	Satara	9	103	112	81	22:17:10	31	28	53	34.57
100	Shahada	1	16	17	16	13:19:28	1	10	6	62.50
101	Shegaon	4	6	10	5	18:25:57	5	1	4	20.00
102	Shirpur	0	9	9	9	16:24:52	0	6	3	66.67
103	Sillod	0	2	2	1	15:25:57	1	1	0	99.99
104	Sinnar	2	16	18	16	22:32:14	2	14	2	87.50
105	Solapur	112	216	328	193	18:15:09	135	22	171	11.40
106	Talegaon	2	67	69	64	9:07:03	5	64	0	100.00
107	Tasgaon	0	2	2	2	18:55:57	0	1	1	50.00
108	Tuljapur	5	67	72	61	16:34:42	11	23	38	37.70

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109	Tumsar	2	4	6	6	15:40:57	0	1	5	16.67
110	Udgir	12	117	129	117	16:01:19	12	94	23	80.34
111	Umarga	4	21	25	20	20:36:08	5	11	9	55.00
112	Umarkhed	8	4	12	8	13:10:57	4	1	7	12.50
113	Umred	0	1	1	1	22:51:54	0	0	1	0.00
114	Uran-Islampur	0	14	14	12	16:27:06	2	6	6	50.00
115	Vaijapur	0	11	11	9	15:54:50	2	1	8	11.11
116	Vasai	156	77	233	192	18:49:52	41	21	171	10.94
117	Virar	401	326	727	585	19:18:29	142	85	500	14.53
118	Vita	0	5	5	4	19:43:08	1	2	2	50.00
119	Wadgaon	13	9	22	11	9:39:06	11	7	4	63.64
120	Wai	2	12	14	12	25:55:57	2	6	6	50.00
121	Wani	2	4	6	3	19:38:55	3	1	2	33.33
122	Wardha	2	15	17	16	21:59:08	1	8	8	50.00
123	Warora	3	6	9	4	20:55:57	5	3	1	75.00
124	Warud	4	14	18	16	10:55:08	2	13	3	81.25
125	Washim	1	27	28	20	31:02:21	8	17	3	85.00
126	Yavatmal	94	146	240	160	28:47:01	80	67	93	41.87
127	Yawal	5	2	7	5	22:51:54	2	0	5	0.00
128	Yeola	0	4	4	4	11:45:00	0	4	0	100.00