

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 30/07/2016

Name of Discom: MSEDCL

Report Month: Jul'16

Period: 1 Month (1st Jun'16 to 30th Jun'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	6	29	35	28	14:51:50	7	20	8	71.43
2	Ahmadpur	2	26	28	22	18:50:52	6	11	11	50.00
3	Ahmednagar	114	363	477	227	16:04:51	250	34	193	14.98
4	Akkalkot	1	3	4	3	46:57:18	1	1	2	33.33
5	Akola	1719	6411	8130	6413	23:32:58	1717	2363	4050	36.85
6	Akot	18	90	108	85	23:02:23	23	29	56	34.12
7	Amalner	22	13	35	4	68:35:41	31	0	4	0.00
8	Ambejogai	74	899	973	873	20:25:24	100	510	363	58.42
9	Amravati	297	2811	3108	2757	20:02:32	351	1074	1683	38.96
10	Anjangaon	1	7	8	6	32:00:00	2	6	0	100.00
11	Arvi	3	2	5	4	11:25:57	1	0	4	0.00
12	Ashta (MSEDCL)	0	2	2	2	19:25:57	0	1	1	50.00
13	Ausa	0	11	11	10	11:34:23	1	8	2	80.00
14	Balapur	3	5	8	4	80:10:57	4	3	1	75.00
15	Ballarpur	22	41	63	41	15:42:05	22	8	33	19.51
16	Baramati	0	51	51	48	21:30:28	3	33	15	68.75
17	Barshi	3	58	61	35	66:54:18	26	5	30	14.29
18	Basmath	4	6	10	8	8:50:28	2	1	7	12.50
19	Beed	54	418	472	445	20:28:27	27	209	236	46.97
20	Bhadrawati	13	18	31	24	16:32:18	7	9	15	37.50
21	Bhandara	36	97	133	102	29:37:49	31	28	74	27.45
22	Bhusawal	279	111	390	81	21:44:09	309	1	80	1.23
23	Brahmapuri	12	13	25	22	10:02:30	3	3	19	13.64
24	Buldhana	14	32	46	30	24:36:03	16	8	22	26.67
25	Chalisgaon	28	19	47	2	34:47:50	45	1	1	50.00
26	Chandrapur	1653	4051	5704	4392	20:22:24	1312	766	3626	17.44
27	Chikhli	8	26	34	26	29:06:52	8	5	21	19.23
28	Chiplun	9	29	38	33	14:23:00	5	16	17	48.48
29	Chopda	14	11	25	0	22:51:54	25	0	0	0.00
30	Dahanu	214	795	1009	592	34:38:50	417	210	382	35.47

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 30/07/2016

Name of Discom: MSEDCL

Report Month: Jul'16

Period: 1 Month (1st Jun'16 to 30th Jun'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
31	Daryapur	2	54	56	51	18:30:18	5	24	27	47.06
32	Daund	4	18	22	19	16:23:44	3	8	11	42.11
33	Deglur	4	31	35	33	22:56:22	2	31	2	93.94
34	Deolali	10	229	239	224	15:46:52	15	212	12	94.64
35	Dharangaon	5	4	9	2	34:17:50	7	0	2	0.00
36	Dhule	38	134	172	155	14:03:47	17	128	27	82.58
37	Digras	2	15	17	13	17:35:18	4	1	12	7.69
38	Dondaicha	1	9	10	9	26:11:32	1	6	3	66.67
39	Erandol	3	6	9	1	114:19:28	8	0	1	0.00
40	Gadchiroli	17	28	45	21	48:53:49	24	5	16	23.81
41	Gangakhed	6	14	20	19	8:38:04	1	6	13	31.58
42	Gondia	72	238	310	261	18:32:02	49	141	120	54.02
43	Greater Mumbai	3149	21593	24742	19837	15:20:06	4905	16321	3516	82.28
44	Hinganghat	8	61	69	57	32:51:43	12	20	37	35.09
45	Hingoli	5	25	30	27	21:44:59	3	13	14	48.15
46	Ichalkaranji	58	1210	1268	1053	9:40:09	215	993	60	94.30
47	Igatpuri	1	15	16	5	30:29:31	11	4	1	80.00
48	Jaisingpur	8	147	155	138	10:44:19	17	131	7	94.93
49	Jalna	100	267	367	280	19:23:19	87	128	152	45.71
50	Jintur	1	6	7	5	16:08:45	2	1	4	20.00
51	Kamptee	12	29	41	32	20:54:29	9	19	13	59.37
52	Kannad	4	1	5	3	7:00:00	2	1	2	33.33
53	Karad	0	11	11	11	19:18:52	0	7	4	63.64
54	Karanja	49	349	398	315	27:55:39	83	141	174	44.76
55	Katol	3	8	11	7	16:58:50	4	6	1	85.71
56	Khamgaon	32	52	84	75	16:07:22	9	9	66	12.00
57	Khopoli	3	22	25	19	23:12:33	6	6	13	31.58
58	Kolhapur	227	5048	5275	4485	11:10:41	790	3974	511	88.61
59	Kopargaon	6	18	24	4	75:35:41	20	1	3	25.00
60	Latur	57	1540	1597	1448	17:32:28	149	931	517	64.30

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 30/07/2016

Name of Discom: MSEDCL

Report Month: Jul'16

Period: 1 Month (1st Jun'16 to 30th Jun'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
61	Lonavala	2	82	84	59	27:46:25	25	50	9	84.75
62	Majalgaon	0	41	41	40	19:13:52	1	17	23	42.50
63	Malegaon	9	39	48	36	18:57:50	12	19	17	52.78
64	Malkapur	22	35	57	47	13:26:15	10	4	43	8.51
65	Manmad	12	22	34	28	12:07:49	6	8	20	28.57
66	Mehkar	1	0	1	1	22:51:54	0	0	1	0.00
67	Morshi	2	4	6	5	17:44:45	1	3	2	60.00
68	Murtijapur	3	23	26	21	20:29:16	5	8	13	38.10
69	Nagpur	667	4792	5459	4542	5:02:13	917	4459	83	98.17
70	Nalasopara	596	2314	2910	2268	22:41:46	642	823	1445	36.29
71	Nanded	142	757	899	824	8:51:11	75	727	97	88.23
72	Nandura	4	5	9	8	12:34:28	1	2	6	25.00
73	Nandurbar	238	407	645	478	18:14:31	167	258	220	53.97
74	Nashik	197	1490	1687	1449	21:15:56	238	1078	371	74.40
75	Navi Mumbai	1036	6999	8035	6483	17:43:55	1552	5342	1141	82.40
76	Nilanga	1	20	21	20	13:39:34	1	15	5	75.00
77	Osmanabad	38	491	529	473	23:49:03	56	90	383	19.03
78	Ozar	0	0	0	0	0:00:00	0	0	0	0.00
79	Pachora	8	6	14	3	15:14:36	11	0	3	0.00
80	Paithan	4	11	15	13	20:56:15	2	2	11	15.38
81	Palghar	1422	1739	3161	2239	17:00:53	922	107	2132	4.78
82	Pandharpur	0	14	14	9	26:24:19	5	3	6	33.33
83	Panvel	592	3167	3759	3140	18:40:14	619	2449	691	77.99
84	Parbhani	21	72	93	81	13:50:44	12	44	37	54.32
85	Parli	5	19	24	19	22:35:05	5	7	12	36.84
86	Parola	5	1	6	0	22:51:54	6	0	0	0.00
87	Pathri	0	1	1	0	22:51:54	1	0	0	0.00
88	Pen	2	31	33	26	22:43:21	7	11	15	42.31
89	Phaltan	2	8	10	8	11:25:57	2	3	5	37.50
90	Pulgaon	4	10	14	13	16:46:24	1	5	8	38.46

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 30/07/2016

Name of Discom: MSEDCL

Report Month: Jul'16

Period: 1 Month (1st Jun'16 to 30th Jun'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
91	Pune City	2047	31532	33579	31223	12:10:18	2356	27834	3389	89.15
92	Purna	1	3	4	4	17:08:55	0	0	4	0.00
93	Pusad	13	26	39	24	21:08:35	15	3	21	12.50
94	Ratnagiri	4	56	60	52	24:24:40	8	43	9	82.69
95	Sailu	6	23	29	15	27:22:36	14	6	9	40.00
96	Sangamner	14	13	27	7	42:28:57	20	2	5	28.57
97	Sangli	41	339	380	344	22:29:08	36	80	264	23.26
98	Satana	1	5	6	5	18:44:45	1	2	3	40.00
99	Satara	12	80	92	84	19:02:07	8	28	56	33.33
100	Shahada	14	5	19	12	11:43:39	7	3	9	25.00
101	Shegaon	6	21	27	25	20:18:49	2	4	21	16.00
102	Shirpur	3	16	19	18	39:26:40	1	18	0	100.00
103	Sillod	0	5	5	4	23:53:55	1	2	2	50.00
104	Sinnar	0	12	12	9	21:29:44	3	6	3	66.67
105	Solapur	42	223	265	159	21:57:54	106	20	139	12.58
106	Talegaon	3	68	71	69	20:10:35	2	39	30	56.52
107	Tasgaon	0	5	5	5	22:51:54	0	0	5	0.00
108	Tuljapur	7	162	169	157	26:43:23	12	33	124	21.02
109	Tumsar	6	11	17	14	16:19:55	3	3	11	21.43
110	Udgir	13	177	190	186	20:06:40	4	104	82	55.91
111	Umarga	13	84	97	91	24:21:26	6	29	62	31.87
112	Umarkhed	2	13	15	13	14:27:19	2	1	12	7.69
113	Umred	1	15	16	15	26:41:50	1	9	6	60.00
114	Uran-Islampur	5	7	12	11	14:50:52	1	1	10	9.09
115	Vaijapur	3	2	5	2	22:51:54	3	0	2	0.00
116	Vasai	82	133	215	133	19:07:40	82	68	65	51.13
117	Virar	752	875	1627	1240	11:19:07	387	226	1014	18.23
118	Vita	4	3	7	3	24:34:36	4	1	2	33.33
119	Wadgaon	34	54	88	66	15:16:29	22	12	54	18.18
120	Wai	1	18	19	17	24:46:44	2	3	14	17.65

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 30/07/2016

Name of Discom: MSEDCL

Report Month: Jul'16

Period: 1 Month (1st Jun'16 to 30th Jun'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
121	Wani	3	10	13	8	42:32:26	5	3	5	37.50
122	Wardha	12	47	59	49	19:23:12	10	16	33	32.65
123	Warora	28	51	79	57	21:17:21	22	13	44	22.81
124	Warud	2	9	11	8	24:24:56	3	4	4	50.00
125	Washim	3	18	21	13	32:50:24	8	6	7	46.15
126	Yavatmal	105	290	395	274	21:15:32	121	93	181	33.94
127	Yawal	1	1	2	0	22:51:54	2	0	0	0.00
128	Yeola	0	3	3	3	5:40:00	0	3	0	100.00