

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 24/07/2017

Name of Discom: MSEDCL

Report Month: Jul'17

Period: 1 Month (1st Jun'17 to 30th Jun'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	0	77	77	77	13:00:23	0	76	1	98.70
2	Ahmadpur	0	33	33	33	10:40:00	0	25	8	75.76
3	Ahmednagar	0	493	493	493	14:47:39	0	99	394	20.08
4	Akkalkot	0	16	16	16	18:30:00	0	0	16	0.00
5	Akola	0	8696	8696	8696	19:08:59	0	6093	2603	70.07
6	Akot	0	134	134	134	18:55:04	0	111	23	82.84
7	Amalner	0	22	22	22	16:06:49	0	14	8	63.64
8	Ambejogai	0	1224	1224	1224	18:10:19	0	382	842	31.21
9	Amravati	0	2166	2166	2166	13:18:23	0	2033	133	93.86
10	Anjangaon	0	13	13	13	12:48:28	0	12	1	92.31
11	Arvi	0	16	16	16	26:03:45	0	4	12	25.00
12	Ashta (MSEDCL)	0	7	7	7	22:47:09	0	3	4	42.86
13	Ausa	0	6	6	6	11:20:00	0	6	0	100.00
14	Balapur	0	20	20	20	18:46:30	0	14	6	70.00
15	Ballarpur	0	30	30	30	23:48:00	0	2	28	6.67
16	Baramati	0	76	76	76	17:49:44	0	33	43	43.42
17	Barshi	0	78	78	78	17:23:28	0	27	51	34.62
18	Basmath	0	26	26	26	9:57:42	0	0	26	0.00
19	Beed	0	561	561	561	20:20:42	0	290	271	51.69
20	Bhadrawati	0	42	42	42	15:57:51	0	1	41	2.38
21	Bhandara	0	136	136	136	20:21:50	0	67	69	49.26
22	Bhusawal	0	193	193	193	22:17:06	0	101	92	52.33
23	Brahmapuri	0	13	13	13	36:04:37	0	1	12	7.69
24	Buldhana	0	140	140	140	23:05:34	0	104	36	74.29
25	Chalisgaon	0	30	30	30	15:29:00	0	21	9	70.00
26	Chandrapur	0	2449	2449	2449	24:24:17	0	839	1610	34.26
27	Chikhli	0	41	41	41	14:57:48	0	0	41	0.00
28	Chiplun	0	22	22	22	18:57:16	0	14	8	63.64
29	Chopda	0	15	15	15	16:36:00	0	8	7	53.33
30	Dahanu	0	671	671	671	21:46:27	0	370	301	55.14
31	Daryapur	0	32	32	32	11:07:30	0	32	0	100.00
32	Daund	0	63	63	63	17:10:57	0	7	56	11.11
33	Deglur	0	20	20	20	16:37:30	0	13	7	65.00
34	Deolali	0	543	543	543	15:53:52	0	435	108	80.11
35	Dharangaon	0	3	3	3	15:00:00	0	3	0	100.00
36	Dhule	0	277	277	277	18:20:35	0	164	113	59.21

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37	Digras	0	9	9	9	16:50:00	0	3	6	33.33
38	Dondaicha	0	5	5	5	16:36:00	0	3	2	60.00
39	Erandol	0	4	4	4	12:22:30	0	3	1	75.00
40	Gadchiroli	0	19	19	19	17:52:06	0	2	17	10.53
41	Gangakhed	0	10	10	10	12:54:00	0	4	6	40.00
42	Gondia	0	141	141	141	20:59:47	0	91	50	64.54
43	Greater Mumbai	0	21940	21940	21940	15:14:09	0	12774	9166	58.22
44	Hinganghat	0	100	100	100	15:48:54	0	48	52	48.00
45	Hingoli	0	22	22	22	20:19:05	0	1	21	4.55
46	Ichalkaranji	0	1449	1449	1449	6:24:23	0	1399	50	96.55
47	Igatpuri	0	24	24	24	20:11:15	0	12	12	50.00
48	Jaisingpur	0	50	50	50	5:22:48	0	50	0	100.00
49	Jalna	0	162	162	162	21:21:29	0	21	141	12.96
50	Jintur	0	12	12	12	45:50:00	0	10	2	83.33
51	Kamptee	0	35	35	35	20:51:26	0	18	17	51.43
52	Kannad	0	6	6	6	18:30:00	0	0	6	0.00
53	Karad	0	24	24	24	13:45:00	0	2	22	8.33
54	Karanja	0	164	164	164	23:51:13	0	121	43	73.78
55	Katol	0	22	22	22	18:58:38	0	16	6	72.73
56	Khamgaon	0	87	87	87	18:20:00	0	6	81	6.90
57	Khopoli	0	33	33	33	25:15:27	0	0	33	0.00
58	Kolhapur	0	4506	4506	4506	6:16:55	0	4222	284	93.70
59	Kopergaon	0	7	7	7	38:00:00	0	3	4	42.86
60	Latur	0	2101	2101	2101	12:38:16	0	1972	129	93.86
61	Lonavala	0	87	87	87	13:24:08	0	75	12	86.21
62	Majalgaon	0	21	21	21	15:52:51	0	1	20	4.76
63	Malegaon	0	92	92	92	17:25:46	0	27	65	29.35
64	Malkapur	0	56	56	56	16:11:15	0	0	56	0.00
65	Manmad	0	71	71	71	18:59:35	0	22	49	30.99
66	Mehkar	0	11	11	11	20:08:11	0	1	10	9.09
67	Morshi	0	15	15	15	13:40:00	0	15	0	100.00
68	Murtijapur	0	33	33	33	19:02:44	0	28	5	84.85
69	Nagpur	0	4246	4246	4246	9:10:04	0	4214	32	99.25
70	Nalasopara	0	2657	2657	2657	14:50:20	0	156	2501	5.87
71	Nanded	0	1215	1215	1215	15:30:03	0	818	397	67.33
72	Nandura	0	17	17	17	17:24:42	0	0	17	0.00

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Name of Discom: MSEDCCL

Report Month: Jul'17

Period: 1 Month (1st Jun'17 to 30th Jun'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
73	Nandurbar	0	307	307	307	26:44:22	0	130	177	42.35
74	Nashik	0	3798	3798	3798	18:16:55	0	2281	1517	60.06
75	Navi Mumbai	0	4844	4844	4844	20:00:36	0	1653	3191	34.12
76	Nilanga	0	26	26	26	11:50:46	0	23	3	88.46
77	Osmanabad	0	345	345	345	20:13:55	0	167	178	48.41
78	Ozar	0	5	5	5	22:36:00	0	5	0	100.00
79	Pachora	0	14	14	14	17:27:51	0	4	10	28.57
80	Paithan	0	22	22	22	75:53:11	0	17	5	77.27
81	Palghar	0	1191	1191	1191	49:12:25	0	335	856	28.13
82	Pandharpur	0	57	57	57	13:06:51	0	29	28	50.88
83	Panvel	0	3362	3362	3362	19:32:50	0	1200	2162	35.69
84	Parbhani	0	155	155	155	18:14:19	0	111	44	71.61
85	Parli	0	32	32	32	15:14:04	0	5	27	15.62
86	Parola	0	6	6	6	60:10:00	0	6	0	100.00
87	Pathri	0	5	5	5	19:48:00	0	3	2	60.00
88	Pen	0	20	20	20	27:45:00	0	0	20	0.00
89	Phaltan	0	37	37	37	16:56:45	0	4	33	10.81
90	Pulgaon	0	5	5	5	23:48:00	0	2	3	40.00
91	Pune City	0	42948	42948	42948	14:15:53	0	33330	9618	77.61
92	Purna	0	9	9	9	17:10:00	0	4	5	44.44
93	Pusad	0	32	32	32	23:24:22	0	19	13	59.37
94	Ratnagiri	0	33	33	33	39:02:44	0	18	15	54.55
95	Sailu	0	14	14	14	34:10:43	0	10	4	71.43
96	Sangamner	0	58	58	58	15:19:39	0	7	51	12.07
97	Sangli	0	296	296	296	20:30:55	0	195	101	65.88
98	Satana	0	7	7	7	22:04:17	0	3	4	42.86
99	Satara	0	98	98	98	25:44:42	0	18	80	18.37
100	Shahada	0	11	11	11	28:51:49	0	5	6	45.45
101	Shegaon	0	32	32	32	30:52:30	0	8	24	25.00
102	Shirpur	0	22	22	22	38:08:11	0	20	2	90.91
103	Sillod	0	3	3	3	40:20:00	0	1	2	33.33
104	Sinnar	0	31	31	31	21:14:31	0	20	11	64.52
105	Solapur	0	350	350	350	19:57:15	0	83	267	23.71
106	Talegaon	0	87	87	87	11:28:58	0	77	10	88.51
107	Tasgaon	0	0	0	0	0:00:00	0	0	0	0.00
108	Tuljapur	0	51	51	51	22:22:21	0	15	36	29.41

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109	Tumsar	0	3	3	3	111:00:00	0	0	3	0.00
110	Udgir	0	246	246	246	13:59:53	0	206	40	83.74
111	Umarga	0	47	47	47	21:05:06	0	29	18	61.70
112	Umarkhed	0	14	14	14	85:53:34	0	10	4	71.43
113	Umred	0	12	12	12	48:50:00	0	11	1	91.67
114	Uran-Islampur	0	24	24	24	24:07:30	0	13	11	54.17
115	Vaijapur	0	4	4	4	30:22:30	0	2	2	50.00
116	Vasai	0	130	130	130	39:19:51	0	0	130	0.00
117	Virar	0	961	961	961	29:51:36	0	79	882	8.22
118	Vita	0	14	14	14	20:32:09	0	8	6	57.14
119	Wadgaon	0	26	26	26	39:54:14	0	15	11	57.69
120	Wai	0	11	11	11	17:00:00	0	3	8	27.27
121	Wani	0	35	35	35	28:30:00	0	19	16	54.29
122	Wardha	0	66	66	66	20:12:44	0	19	47	28.79
123	Warora	0	21	21	21	34:27:09	0	1	20	4.76
124	Warud	0	23	23	23	19:54:47	0	22	1	95.65
125	Washim	0	26	26	26	27:11:32	0	12	14	46.15
126	Yavatmal	0	258	258	258	32:27:47	0	144	114	55.81
127	Yawal	0	12	12	12	13:37:30	0	4	8	33.33
128	Yeola	0	11	11	11	17:35:27	0	10	1	90.91
		0	118094	118094	118094		0	77957	40137	