

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 19/06/2017

Name of Discom: MSEDCL

Report Month: Jun'17

Period: 1 Month (1st May'17 to 31st May'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	84	84	84	11:16:26	0	74	10	88.10
2	Ahmadpur	0	22	22	22	13:20:27	0	16	6	72.73
3	Ahmednagar	0	384	384	384	15:26:48	0	76	308	19.79
4	Akkalkot	0	15	15	15	13:42:00	0	1	14	6.67
5	Akola	0	7265	7265	7265	16:59:58	0	6246	1019	85.97
6	Akot	0	95	95	95	18:16:25	0	86	9	90.53
7	Amalner	0	10	10	10	17:06:00	0	1	9	10.00
8	Ambejogai	0	537	537	537	21:33:24	0	244	293	45.44
9	Amravati	0	3143	3143	3143	16:18:21	0	1984	1159	63.12
10	Anjangaon	0	8	8	8	15:18:45	0	6	2	75.00
11	Arvi	0	13	13	13	26:25:23	0	5	8	38.46
12	Ashta(MSEDCL)	0	42	42	42	18:05:43	0	23	19	54.76
13	Ausa	0	12	12	12	23:35:00	0	11	1	91.67
14	Balapur	0	18	18	18	16:30:00	0	13	5	72.22
15	Ballarpur	0	28	28	28	39:32:09	0	20	8	71.43
16	Baramati	0	43	43	43	21:30:00	0	16	27	37.21
17	Barshi	0	45	45	45	18:14:00	0	22	23	48.89
18	Basmath	0	24	24	24	8:40:00	0	1	23	4.17
19	Beed	0	549	549	549	21:29:30	0	302	247	55.01
20	Bhadrawati	0	51	51	51	22:54:42	0	25	26	49.02
21	Bhandara	0	121	121	121	20:13:23	0	60	61	49.59
22	Bhusawal	0	202	202	202	18:45:18	0	46	156	22.77
23	Brahmapuri	0	25	25	25	29:09:36	0	16	9	64.00
24	Buldhana	0	74	74	74	19:21:54	0	47	27	63.51
25	Chalisgaon	0	51	51	51	15:32:21	0	9	42	17.65
26	Chandrapur	0	3052	3052	3052	20:35:40	0	1842	1210	60.35
27	Chikhli	0	17	17	17	21:52:56	0	3	14	17.65

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28	Chiplun	0	21	21	21	30:42:51	0	14	7	66.67
29	Chopda	0	8	8	8	13:52:30	0	0	8	0.00
30	Dahanu	0	406	406	406	24:50:59	0	289	117	71.18
31	Daryapur	0	16	16	16	14:56:15	0	15	1	93.75
32	Daund	0	66	66	66	45:57:16	0	33	33	50.00
33	Deglur	0	7	7	7	17:00:00	0	7	0	100.00
34	Deolali	0	303	303	303	17:42:40	0	248	55	81.85
35	Dharangaon	0	4	4	4	19:22:30	0	1	3	25.00
36	Dhule	0	289	289	289	17:07:16	0	251	38	86.85
37	Digras	0	27	27	27	32:07:47	0	22	5	81.48
38	Dondaicha	0	10	10	10	20:45:00	0	6	4	60.00
39	Erandol	0	5	5	5	11:06:00	0	0	5	0.00
40	Gadchiroli	0	31	31	31	26:00:58	0	9	22	29.03
41	Gangakhed	0	8	8	8	20:00:00	0	1	7	12.50
42	Gondia	0	379	379	379	15:47:53	0	285	94	75.20
43	Greater Mumbai	0	19089	19089	19089	12:01:02	0	16396	2693	85.89
44	Hinganghat	0	86	86	86	22:05:56	0	53	33	61.63
45	Hingoli	0	31	31	31	17:24:12	0	2	29	6.45
46	Ichalkaranji	0	1903	1903	1903	9:57:58	0	1441	462	75.72
47	Igatpuri	0	9	9	9	21:40:00	0	8	1	88.89
48	Jaisingpur	0	131	131	131	10:09:51	0	85	46	64.89
49	Jalna	0	219	219	219	23:36:26	0	92	127	42.01
50	Jintur	0	4	4	4	12:30:00	0	4	0	100.00
51	Kamptee	0	56	56	56	25:14:28	0	21	35	37.50
52	Kannad	0	9	9	9	24:43:20	0	3	6	33.33
53	Karad	0	19	19	19	20:15:47	0	15	4	78.95
54	Karanja	0	174	174	174	22:04:08	0	43	131	24.71

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55	Katol	0	20	20	20	22:04:30	0	14	6	70.00
56	Khamgaon	0	90	90	90	16:38:00	0	16	74	17.78
57	Khopoli	0	45	45	45	23:59:20	0	12	33	26.67
58	Kolhapur	0	5273	5273	5273	12:40:00	0	3650	1623	69.22
59	Kopargaon	0	13	13	13	19:46:09	0	3	10	23.08
60	Latur	0	1524	1524	1524	15:18:31	0	1339	185	87.86
61	Lonavala	0	82	82	82	11:10:37	0	75	7	91.46
62	Majalgaon	0	25	25	25	22:22:48	0	5	20	20.00
63	Malegaon	0	70	70	70	20:54:51	0	56	14	80.00
64	Malkapur	0	25	25	25	21:51:36	0	7	18	28.00
65	Manmad	0	49	49	49	21:16:32	0	40	9	81.63
66	Mehkar	0	8	8	8	11:33:45	0	0	8	0.00
67	Morshi	0	19	19	19	20:50:32	0	17	2	89.47
68	Murtijapur	0	62	62	62	16:45:00	0	52	10	83.87
69	Nagpur	0	6585	6585	6585	10:17:20	0	5883	702	89.34
70	Nalasopara	0	1975	1975	1975	17:11:44	0	386	1589	19.54
71	Nanded	0	1304	1304	1304	20:25:07	0	1139	165	87.35
72	Nandura	0	5	5	5	18:30:00	0	0	5	0.00
73	Nandurbar	0	259	259	259	18:55:01	0	134	125	51.74
74	Nashik	0	2258	2258	2258	19:01:49	0	1877	381	83.13
75	Navi Mumbai	0	4911	4911	4911	18:18:54	0	3573	1338	72.76
76	Nilanga	0	28	28	28	14:00:00	0	28	0	100.00
77	Osmanabad	0	312	312	312	18:45:52	0	130	182	41.67
78	Ozar	0	8	8	8	15:07:30	0	8	0	100.00
79	Pachora	0	12	12	12	18:57:30	0	1	11	8.33
80	Paithan	0	19	19	19	15:58:25	0	3	16	15.79
81	Palghar	0	800	800	800	25:45:02	0	322	478	40.25

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82	Pandharpur	0	15	15	15	11:30:00	0	12	3	80.00
83	Panvel	0	2820	2820	2820	18:46:36	0	2231	589	79.11
84	Parbhani	0	90	90	90	16:41:20	0	61	29	67.78
85	Parli	0	26	26	26	17:27:42	0	8	18	30.77
86	Parola	0	0	0	0	0:00:00	0	0	0	0.00
87	Pathri	0	0	0	0	0:00:00	0	0	0	0.00
88	Pen	0	21	21	21	20:35:43	0	2	19	9.52
89	Phaltan	0	43	43	43	22:36:17	0	16	27	37.21
90	Pulgaon	0	9	9	9	21:50:00	0	3	6	33.33
91	Pune City	0	40105	40105	40105	10:15:09	0	36243	3862	90.37
92	Purna	0	4	4	4	8:37:30	0	1	3	25.00
93	Pusad	0	15	15	15	32:08:00	0	4	11	26.67
94	Ratnagiri	0	51	51	51	25:13:32	0	42	9	82.35
95	Sailu	0	58	58	58	17:16:33	0	52	6	89.66
96	Sangamner	0	29	29	29	17:55:52	0	4	25	13.79
97	Sangli	0	806	806	806	21:37:04	0	217	589	26.92
98	Satana	0	8	8	8	26:00:00	0	5	3	62.50
99	Satara	0	149	149	149	19:25:10	0	34	115	22.82
100	Shahada	0	14	14	14	21:55:43	0	5	9	35.71
101	Shegaon	0	33	33	33	13:20:00	0	3	30	9.09
102	Shirpur	0	11	11	11	22:00:00	0	7	4	63.64
103	Sillod	0	4	4	4	25:45:00	0	3	1	75.00
104	Sinnar	0	33	33	33	22:35:27	0	27	6	81.82
105	Solapur	0	370	370	370	19:14:21	0	85	285	22.97
106	Talegaon	0	145	145	145	12:24:00	0	133	12	91.72
107	Tasgaon	0	11	11	11	19:13:38	0	4	7	36.36
108	Tuljapur	0	44	44	44	17:21:49	0	18	26	40.91

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109	Tumsar	0	37	37	37	17:37:18	0	1	36	2.70
110	Udgir	0	263	263	263	18:23:57	0	233	30	88.59
111	Umarga	0	83	83	83	15:57:07	0	24	59	28.92
112	Umarkhed	0	10	10	10	22:54:00	0	6	4	60.00
113	Umred	0	73	73	73	24:06:59	0	43	30	58.90
114	Uran-Islampur	0	16	16	16	20:13:07	0	6	10	37.50
115	Vaijapur	0	15	15	15	20:58:00	0	3	12	20.00
116	Vasai	0	153	153	153	33:06:16	0	19	134	12.42
117	Virar	0	672	672	672	25:02:17	0	177	495	26.34
118	Vita	0	15	15	15	19:08:00	0	9	6	60.00
119	Wadgaon	0	33	33	33	25:30:55	0	15	18	45.45
120	Wai	0	8	8	8	15:22:30	0	4	4	50.00
121	Wani	0	31	31	31	24:49:21	0	16	15	51.61
122	Wardha	0	70	70	70	35:48:26	0	37	33	52.86
123	Warora	0	22	22	22	30:38:11	0	8	14	36.36
124	Warud	0	22	22	22	24:28:38	0	22	0	100.00
125	Washim	0	40	40	40	20:36:45	0	13	27	32.50
126	Yavatmal	0	306	306	306	24:16:22	0	139	167	45.42
127	Yawal	0	2	2	2	11:45:00	0	1	1	50.00
128	Yeola	0	17	17	17	14:05:18	0	12	5	70.59
		0	111823	111823	111823	103.5767361	0	89317	22506	6553.31