

**Consumer Complaints redressal report**

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 22/03/2016

Name of Discom: MSEDCL

Report Month: Mar'16

Period: 1 Month (1st Feb'16 to 29th Feb'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	35	21	56	29	1:55	27	10	19	34
2	Ahmadpur	99	13	112	21	3:36	91	3	18	14
3	Ahmednagar	346	330	676	553	5:57	123	381	172	69
4	Akkalkot	27	1	28	26	23:57	2	13	13	50
5	Akola	3175	2718	5893	2603	14:00	3290	1160	1443	45
6	Akot	82	30	112	20	5:41	92	6	14	30
7	Amalner	109	8	117	3	23:57	114	0	3	0
8	Ambejogai	275	681	956	632	12:39	324	121	511	19
9	Amravati	1979	1118	3097	1136	10:29	1961	573	563	50
10	Anjangaon	50	8	58	2	21:31	56	0	2	0
11	Arvi	2	3	5	0	23:57	5	0	0	0
12	Ashta	5	3	8	4	23:57	4	3	1	75
13	Ausa	25	9	34	7	11:41	27	2	5	29
14	Balapur	26	5	31	0	23:57	31	0	0	0
15	Ballarpur	38	10	48	7	18:42	41	0	7	0
16	Baramati	210	30	240	139	1:56	101	105	34	76
17	Barshi	39	12	51	46	2:00	5	31	15	67
18	Basmath	34	9	43	8	2:18	35	6	2	75
19	Beed	132	360	492	283	11:06	209	79	204	28
20	Bhadrawati	15	4	19	8	23:57	11	1	7	12
21	Bhandara	135	49	184	47	2:52	137	15	32	32
22	Bhusawal	417	55	472	53	23:57	419	13	40	25
23	Brahmapuri	38	15	53	6	1:47	47	2	4	33
24	Buldhana	105	26	131	31	0:21	100	4	27	13
25	Chalisgaon	83	9	92	1	23:57	91	0	1	0
26	Chandrapur	1796	1208	3004	1479	7:37	1525	348	1131	24
27	Chikhli	44	5	49	3	0:04	46	1	2	33
28	Chiplun	10	7	17	11	2:32	6	2	9	18
29	Chopda	66	5	71	2	23:57	69	0	2	0
30	Dahanu	161	244	405	252	12:31	153	60	192	24
31	Daryapur	30	9	39	13	1:23	26	8	5	62
32	Daund	130	20	150	33	4:17	117	11	22	33

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33	Deglur	28	5	33	14	2:20	19	3	11	21
34	Deolali	26	152	178	144	15:19	34	58	86	40
35	Dharangaon	73	16	89	0	23:57	89	0	0	0
36	Dhule	1670	117	1787	145	3:46	1642	42	103	29
37	Digras	17	13	30	6	3:31	24	2	4	33
38	Dondaicha	32	6	38	2	23:57	36	2	0	100
39	Erandol	16	3	19	1	23:57	18	0	1	0
40	Gadchiroli	9	5	14	8	1:55	6	2	6	25
41	Gangakhed	24	8	32	5	16:26	27	0	5	0
42	Gondia	84	99	183	79	12:30	104	14	65	18
43	Greater Mumbai	29253	9806	39059	10828	10:51	28231	5148	5680	48
44	Hinganghat	18	15	33	6	4:41	27	1	5	17
45	Hingoli	102	17	119	20	1:01	99	13	7	65
46	Ichalkaranji	195	700	895	794	5:47	101	661	133	83
47	Igatpuri	5	60	65	58	1:41	7	8	50	14
48	Jaisingpur	41	70	111	94	3:05	17	72	22	77
49	Jalna	295	129	424	97	9:29	327	30	67	31
50	Jintur	17	5	22	3	21:05	19	1	2	33
51	Kamptee	57	26	83	30	5:37	53	13	17	43
52	Kannad	87	11	98	6	4:43	92	0	6	0
53	Karad	24	4	28	25	0:04	3	10	15	40
54	Karanja	44	82	126	57	16:21	69	25	32	44
55	Katol	16	2	18	5	4:53	13	1	4	20
56	Khamgaon	117	28	145	29	23:57	116	0	29	0
57	Khopoli	100	13	113	15	2:44:00	98	2	13	13
58	Kolhapur	339	2998	3337	3017	4:27	320	2858	159	95
59	Kopargaon	6	6	12	7	23:57	5	2	5	29
60	Latur	1413	1233	2646	1233	10:31	1413	594	639	48
61	Lonavala	43	64	107	50	8:48	57	21	29	42
62	Majalgaon	14	10	24	10	12:11	14	8	2	80
63	Malegaon	13	32	45	32	10:47	13	20	12	62
64	Malkapur	76	12	88	11	1:11	77	1	10	9

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65	Manmad	3	8	11	8	2:07	3	1	7	12
66	Mehkar	31	8	39	4	23:57:00	35	1	3	25
67	Morshi	26	6	32	7	2:35	25	1	6	14
68	Murtijapur	34	4	38	2	3:12	36	1	1	50
69	Nagpur	1300	1932	3232	2089	3:24	1143	1680	409	80
70	Nalasopara	2292	1545	3837	1364	18:26	2473	482	882	35
71	Nanded	1233	575	1808	1002	4:46	806	507	495	51
72	Nandura	27	12	39	14	2:03	25	1	13	7
73	Nandurbar	768	219	987	175	3:56	812	19	156	11
74	Nashik	290	1330	1620	1240	13:46	380	419	821	34
75	Navi Mumbai	9029	2754	11783	3581	7:49	8202	1301	2280	36
76	Nilanga	63	12	75	51	1:00	24	9	42	18
77	Osmanabad	271	180	451	384	6:11	67	152	232	40
78	Ozar	2	11	13	7	23:57	6	2	5	29
79	Pachora	90	3	93	3	23:57	90	3	0	100
80	Paithan	77	5	82	2	23:57	80	0	2	0
81	Palghar	400	480	880	516	8:19	364	65	451	13
82	Pandharpur	18	8	26	23	3:43	3	12	11	52
83	Panvel	4777	1593	6370	2081	9:39	4289	812	1269	39
84	Parbhani	123	56	179	28	7:59	151	17	11	61
85	Parli	108	41	149	7	20:14	142	0	7	0
86	Parola	15	2	17	2	13:45	15	1	1	50
87	Pathri	7	0	7	1	23:57	6	1	0	100
88	Pen	109	13	122	24	23:57	98	13	11	54
89	Phaltan	0	4	4	4	22:30	0	1	3	25
90	Pulgaon	3	3	6	4	4:26	2	2	2	50
91	Pune City	17195	24080	41275	29776	9:05	11499	18548	11228	62
92	Purna	31	3	34	5	23:57	29	3	2	60
93	Pusad	127	37	164	32	2:25	132	5	27	16
94	Ratnagiri	24	13	37	25	22:34	12	12	13	48
95	Sailu	72	10	82	9	5:09	73	7	2	78
96	Sangamner	34	66	100	91	1:13	9	31	60	34

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97	Sangli	389	116	505	422	2:03	83	233	189	55
98	Satana	2	3	5	3	9:46	2	1	2	33
99	Satara	100	87	187	148	5:33	39	60	88	41
100	Shahada	104	18	122	6	23:57	116	0	6	0
101	Shegaon	51	6	57	12	23:57	45	0	12	0
102	Shirpur	21	18	39	6	4:13	33	2	4	33
103	Sillod	84	7	91	1	23:57	90	0	1	0
104	Sinnar	8	18	26	22	13:17	4	7	15	32
105	Solapur	194	148	342	256	4:52	86	86	170	34
106	Talegaon	214	95	309	50	14:36	259	5	45	10
107	Tasgaon	25	5	30	25	23:57	5	10	15	40
108	Tuljapur	87	85	172	132	7:43	40	59	73	45
109	Tumsar	15	7	22	7	3:42	15	5	2	71
110	Udgir	109	161	270	144	12:41	126	80	64	56
111	Umarga	57	65	122	87	9:32	35	36	51	41
112	Umardhed	48	15	63	19	3:40:00	44	1	18	5
113	Umred	37	11	48	18	5:53	30	5	13	28
114	Uran-Islampur	47	6	53	8	3:35	45	5	3	62
115	Vaijapur	85	13	98	2	23:57	96	0	2	0
116	Vasai	202	82	284	33	11:37	251	16	17	48
117	Virar	1509	632	2141	532	14:36	1609	137	395	26
118	Vita	26	9	35	30	2:37	5	14	16	47
119	Wadgaon	16	31	47	25	23:57	22	3	22	12
120	Wai	32	8	40	16	4:05	24	8	8	50
121	Wani	14	2	16	7	3:06	9	1	6	14
122	Wardha	9	27	36	19	9:36	17	8	11	42
123	Warora	3	6	9	8	7:19	1	3	5	38
124	Warud	6	2	8	5	23:57	3	1	4	20
125	Washim	65	11	76	6	4:14	70	3	3	50
126	Yavatmal	89	117	206	112	8:30:00	94	27	85	24
127	Yawal	4	4	8	1	23:57	7	0	1	0
128	Yeola	1	6	7	6	13:18	1	6	0	100