

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 15/03/2017

Name of Discom: MSEDCL

Report Month: Mar'17

Period: 1 Month (1st Feb'17 to 28th Feb'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	1	20	21	21	8:45:00	0	21	0	100.00
2	Ahmadpur	0	4	4	4	15:52:30	0	4	0	100.00
3	Ahmednagar	16	134	150	144	14:47:01	6	36	108	25.00
4	Akkalkot	3	5	8	7	14:48:00	1	0	7	0.00
5	Akola	36	2092	2128	2082	12:14:32	46	1997	85	95.92
6	Akot	0	49	49	47	11:25:43	2	47	0	100.00
7	Amalner	21	3	24	24	16:30:00	0	2	22	8.33
8	Ambejogai	35	488	523	488	20:36:46	35	283	205	57.99
9	Amravati	19	556	575	559	7:39:30	16	536	23	95.89
10	Anjangaon	0	6	6	6	5:10:00	0	6	0	100.00
11	Arvi	0	1	1	0	18:30:00	1	0	0	0.00
12	Ashta (MSEDCL)	0	6	6	5	17:50:00	1	5	0	100.00
13	Ausa	2	8	10	10	11:30:00	0	8	2	80.00
14	Balapur	0	4	4	4	17:22:30	0	3	1	75.00
15	Ballarpur	0	15	15	10	14:56:00	5	3	7	30.00
16	Baramati	7	22	29	26	16:21:49	3	9	17	34.62
17	Barshi	1	10	11	7	18:30:00	4	0	7	0.00
18	Basmath	1	2	3	3	9:45:00	0	1	2	33.33
19	Beed	15	236	251	228	18:31:24	23	155	73	67.98
20	Bhadrawati	0	7	7	6	17:30:00	1	5	1	83.33
21	Bhandara	1	34	35	31	16:24:42	4	17	14	54.84
22	Bhusawal	17	44	61	59	22:55:14	2	6	53	10.17
23	Brahmapuri	0	11	11	11	14:27:16	0	5	6	45.45
24	Buldhana	0	21	21	21	19:24:17	0	12	9	57.14
25	Chalisgaon	3	7	10	7	21:34:17	3	4	3	57.14
26	Chandrapur	80	727	807	737	16:47:05	70	470	267	63.77
27	Chikhli	0	9	9	6	18:30:00	3	0	6	0.00
28	Chiplun	2	15	17	15	18:36:00	2	10	5	66.67
29	Chopda	9	3	12	11	16:40:00	1	1	10	9.09
30	Dahanu	11	281	292	262	16:54:27	30	133	129	50.76
31	Daryapur	0	5	5	5	9:24:00	0	5	0	100.00
32	Daund	83	31	114	102	12:33:52	12	5	97	4.90
33	Deglur	0	4	4	4	8:00:00	0	4	0	100.00
34	Deolali	4	159	163	162	13:36:48	1	150	12	92.59
35	Dharangaon	10	0	10	10	0:00:00	0	0	10	0.00
36	Dhule	2	56	58	57	13:23:02	1	53	4	92.98

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37	Digras	2	2	4	4	18:30:00	0	0	4	0.00
38	Dondaicha	0	4	4	4	12:30:00	0	4	0	100.00
39	Erandol	1	1	2	2	18:30:00	0	0	2	0.00
40	Gadchiroli	1	5	6	6	18:30:00	0	2	4	33.33
41	Gangakhed	0	6	6	5	17:45:00	1	3	2	60.00
42	Gondia	2	53	55	50	17:21:31	5	39	11	78.00
43	Greater Mumbai	281	7112	7393	7059	10:41:44	334	6417	642	90.91
44	Hinganghat	2	5	7	7	19:12:00	0	5	2	71.43
45	Hingoli	7	13	20	19	27:27:42	1	6	13	31.58
46	Ichalkaranji	12	800	812	805	5:09:16	7	784	21	97.39
47	Igatpuri	1	2	3	3	7:30:00	0	3	0	100.00
48	Jaisingpur	3	50	53	53	4:25:48	0	50	3	94.34
49	Jalna	10	72	82	75	14:39:35	7	16	59	21.33
50	Jintur	0	8	8	7	26:33:45	1	6	1	85.71
51	Kamptee	1	9	10	10	15:46:40	0	7	3	70.00
52	Kannad	1	2	3	3	10:45:00	0	1	2	33.33
53	Karad	0	5	5	5	18:30:00	0	0	5	0.00
54	Karanja	2	66	68	67	17:28:11	1	55	12	82.09
55	Katol	2	6	8	8	20:20:00	0	7	1	87.50
56	Khamgaon	4	10	14	11	15:30:00	3	1	10	9.09
57	Khopoli	2	10	12	10	19:21:00	2	2	8	20.00
58	Kolhapur	57	3383	3440	3369	5:01:46	71	3228	141	95.81
59	Kopargaon	0	8	8	7	10:45:00	1	3	4	42.86
60	Latur	232	909	1141	1129	12:09:40	12	890	239	78.83
61	Lonavala	3	32	35	34	7:00:00	1	34	0	100.00
62	Majalgaon	2	22	24	23	10:15:00	1	5	18	21.74
63	Malegaon	0	24	24	23	13:35:00	1	20	3	86.96
64	Malkapur	1	13	14	14	25:20:46	0	6	8	42.86
65	Manmad	1	10	11	10	17:18:00	1	8	2	80.00
66	Mehkar	2	1	3	2	18:30:00	1	0	2	0.00
67	Morshi	0	6	6	6	13:40:00	0	6	0	100.00
68	Murtijapur	0	1	1	1	14:00:00	0	1	0	99.99
69	Nagpur	45	1845	1890	1841	4:13:00	49	1831	10	99.46
70	Nalasopara	37	777	814	609	18:41:47	205	182	427	29.89
71	Nanded	11	339	350	342	12:32:55	8	309	33	90.35
72	Nandura	0	10	10	10	10:57:00	0	2	8	20.00

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73	Nandurbar	6	168	174	163	15:50:11	11	138	25	84.66
74	Nashik	80	935	1015	984	13:10:01	31	852	132	86.59
75	Navi Mumbai	89	2464	2553	2500	13:18:15	53	2357	143	94.28
76	Nilanga	0	5	5	5	9:18:00	0	4	1	80.00
77	Osmanabad	23	146	169	131	19:40:04	38	46	85	35.11
78	Ozar	0	9	9	9	7:00:00	0	9	0	100.00
79	Pachora	4	9	13	12	16:16:40	1	1	11	8.33
80	Paithan	2	3	5	5	12:20:00	0	0	5	0.00
81	Palghar	33	362	395	360	18:46:25	35	130	230	36.11
82	Pandharpur	0	14	14	14	10:53:34	0	13	1	92.86
83	Panvel	27	954	981	954	12:20:55	27	910	44	95.39
84	Parbhani	3	29	32	28	13:55:52	4	19	9	67.86
85	Parli	3	9	12	12	16:53:20	0	2	10	16.67
86	Parola	5	0	5	5	0:00:00	0	0	5	0.00
87	Pathri	0	0	0	0	0:00:00	0	0	0	0.00
88	Pen	0	13	13	12	20:39:14	1	3	9	25.00
89	Phaltan	0	21	21	17	13:51:26	4	9	8	52.94
90	Pulgaon	0	0	0	0	0:00:00	0	0	0	0.00
91	Pune City	1333	19970	21303	20804	6:25:48	499	19933	871	95.81
92	Purna	1	1	2	2	18:30:00	0	0	2	0.00
93	Pusad	1	8	9	9	20:07:30	0	6	3	66.67
94	Ratnagiri	2	26	28	28	20:00:00	0	21	7	75.00
95	Sailu	2	25	27	25	16:27:36	2	16	9	64.00
96	Sangamner	5	20	25	25	17:01:30	0	10	15	40.00
97	Sangli	21	199	220	210	14:37:23	10	184	26	87.62
98	Satana	0	1	1	1	2:00:00	0	1	0	99.99
99	Satara	13	72	85	74	23:36:40	11	36	38	48.65
100	Shahada	1	5	6	6	13:24:00	0	6	0	100.00
101	Shegaon	1	15	16	15	14:02:00	1	7	8	46.67
102	Shirpur	0	8	8	8	10:33:45	0	7	1	87.50
103	Sillod	0	3	3	3	18:30:00	0	0	3	0.00
104	Sinnar	1	17	18	18	14:19:25	0	17	1	94.44
105	Solapur	41	111	152	117	15:50:16	35	10	107	8.55
106	Talegaon	2	43	45	42	7:02:47	3	40	2	95.24
107	Tasgaon	0	2	2	2	7:30:00	0	2	0	100.00
108	Tuljapur	1	46	47	44	15:07:10	3	10	34	22.73

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109	Tumsar	0	9	9	9	9:20:00	0	1	8	11.11
110	Udgir	32	132	164	164	13:52:16	0	100	64	60.98
111	Umarga	2	27	29	28	19:54:27	1	16	12	57.14
112	Umarkhed	1	3	4	4	12:50:00	0	1	3	25.00
113	Umred	0	8	8	8	16:30:00	0	3	5	37.50
114	Uran-Islampur	0	8	8	8	13:45:00	0	6	2	75.00
115	Vaijapur	0	9	9	8	17:50:00	1	4	4	50.00
116	Vasai	14	60	74	63	19:43:00	11	25	38	39.68
117	Virar	25	490	515	433	17:09:51	82	147	286	33.95
118	Vita	0	4	4	4	16:37:30	0	3	1	75.00
119	Wadgaon	1	7	8	8	15:04:17	0	2	6	25.00
120	Wai	1	4	5	4	19:37:30	1	2	2	50.00
121	Wani	4	10	14	14	17:30:00	0	4	10	28.57
122	Wardha	0	9	9	7	18:23:20	2	5	2	71.43
123	Warora	1	4	5	4	16:22:30	1	2	2	50.00
124	Warud	3	4	7	7	5:00:00	0	7	0	100.00
125	Washim	0	12	12	12	23:20:00	0	9	3	75.00
126	Yavatmal	16	99	115	111	19:31:13	4	47	64	42.34
127	Yawal	2	0	2	2	0:00:00	0	0	2	0.00
128	Yeola	1	0	1	1	0:00:00	0	1	0	99.99