

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 25/05/2017

Name of Discom: MSEDCL

Report Month: May'17

Period: 1 Month (1st Apr'17 to 30th Apr'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 Complaints closed within SERC time limit
1	Achalpur	0	48	48	48	10:26:15	0	48	0	100.00
2	Ahmadpur	0	12	12	12	14:37:30	0	7	5	58.33
3	Ahmednagar	0	170	170	170	17:58:56	0	37	133	21.76
4	Akkalkot	0	9	9	9	7:10:00	0	1	8	11.11
5	Akola	0	4544	4544	4544	14:11:20	0	4194	350	92.30
6	Akot	0	75	75	75	14:15:36	0	70	5	93.33
7	Amalner	0	5	5	5	20:24:00	0	3	2	60.00
8	Ambejogai	0	632	632	632	18:39:01	0	455	177	71.99
9	Amravati	0	1324	1324	1324	8:02:09	0	1318	6	99.55
10	Anjangaon	0	4	4	4	5:30:00	0	4	0	100.00
11	Arvi	0	1	1	1	18:30:00	0	0	1	0.00
12	Ashta (MSEDCL)	0	12	12	12	15:17:30	0	11	1	91.67
13	Ausa	0	5	5	5	16:36:00	0	1	4	20.00
14	Balapur	0	2	2	2	12:00:00	0	2	0	100.00
15	Ballarpur	0	35	35	35	14:00:51	0	28	7	80.00
16	Baramati	0	40	40	40	14:39:00	0	21	19	52.50
17	Barshi	0	47	47	47	15:36:23	0	13	34	27.66
18	Basmath	0	7	7	7	8:12:51	0	1	6	14.29
19	Beed	0	456	456	456	18:09:17	0	275	181	60.31
20	Bhadrawati	0	21	21	21	16:04:17	0	16	5	76.19
21	Bhandara	0	101	101	101	15:18:07	0	28	73	27.72
22	Bhusawal	0	111	111	111	19:04:19	0	74	37	66.67
23	Brahmapuri	0	18	18	18	17:33:20	0	8	10	44.44
24	Buldhana	0	65	65	65	17:05:32	0	45	20	69.23
25	Chalisgaon	0	21	21	21	17:52:51	0	9	12	42.86
26	Chandrapur	0	1425	1425	1425	14:28:01	0	1029	396	72.21
27	Chikhli	0	22	22	22	19:00:00	0	14	8	63.64
28	Chiplun	0	18	18	18	15:01:40	0	15	3	83.33
29	Chopda	0	5	5	5	25:54:00	0	4	1	80.00
30	Dahanu	0	281	281	281	16:05:07	0	170	111	60.50
31	Daryapur	0	16	16	16	10:30:00	0	16	0	100.00
32	Daund	0	61	61	61	8:34:26	0	12	49	19.67
33	Deglur	0	12	12	12	15:15:00	0	12	0	100.00
34	Deolali	0	240	240	240	11:50:52	0	223	17	92.92
35	Dharangaon	0	0	0	0	0:00:00	0	0	0	0.00
36	Dhule	0	174	174	174	12:19:08	0	154	20	88.51

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37	Digras	0	18	18	18	17:45:00	0	8	10	44.44
38	Dondaicha	0	2	2	2	18:30:00	0	0	2	0.00
39	Erandol	0	2	2	2	19:45:00	0	1	1	50.00
40	Gadchiroli	0	17	17	17	12:17:39	0	9	8	52.94
41	Gangakhed	0	4	4	4	17:00:00	0	2	2	50.00
42	Gondia	0	181	181	181	15:42:36	0	119	62	65.75
43	Greater Mumbai	0	18171	18171	18171	11:28:49	0	15989	2182	87.99
44	Hinganghat	0	22	22	22	16:47:44	0	14	8	63.64
45	Hingoli	0	15	15	15	13:28:00	0	6	9	40.00
46	Ichalkaranji	0	1253	1253	1253	5:05:02	0	1226	27	97.85
47	Igatpuri	0	9	9	9	9:06:40	0	9	0	100.00
48	Jaisingpur	0	72	72	72	3:33:20	0	72	0	100.00
49	Jalna	0	147	147	147	15:58:59	0	30	117	20.41
50	Jintur	0	4	4	4	16:15:00	0	4	0	100.00
51	Kamptee	0	26	26	26	20:24:14	0	13	13	50.00
52	Kannad	0	9	9	9	18:30:00	0	1	8	11.11
53	Karad	0	11	11	11	16:43:38	0	5	6	45.45
54	Karanja	0	94	94	94	16:43:43	0	58	36	61.70
55	Katol	0	9	9	9	14:23:20	0	0	9	0.00
56	Khamgaon	0	46	46	46	14:52:10	0	20	26	43.48
57	Khopoli	0	27	27	27	17:15:33	0	7	20	25.93
58	Kolhapur	0	4516	4516	4516	5:08:02	0	4442	74	98.36
59	Kopargaon	0	4	4	4	14:52:30	0	1	3	25.00
60	Latur	0	1185	1185	1185	15:07:45	0	992	193	83.71
61	Lonavala	0	59	59	59	8:25:56	0	58	1	98.30
62	Majalgaon	0	22	22	22	15:50:27	0	17	5	77.27
63	Malegaon	0	78	78	78	17:38:51	0	66	12	84.62
64	Malkapur	0	18	18	18	19:50:00	0	8	10	44.44
65	Manmad	0	54	54	54	17:01:07	0	43	11	79.63
66	Mehkar	0	8	8	8	22:26:15	0	1	7	12.50
67	Morshi	0	12	12	12	6:27:30	0	11	1	91.67
68	Murtijapur	0	22	22	22	20:17:44	0	21	1	95.45
69	Nagpur	0	4001	4001	4001	4:39:22	0	3985	16	99.60
70	Nalasopara	0	1940	1940	1940	13:50:37	0	412	1528	21.24
71	Nanded	0	566	566	566	13:15:22	0	539	27	95.23
72	Nandura	0	9	9	9	28:56:40	0	8	1	88.89

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73	Nandurbar	0	246	246	246	19:49:23	0	148	98	60.16
74	Nashik	0	1664	1664	1664	13:58:00	0	1514	150	90.99
75	Navi Mumbai	0	4072	4072	4072	13:18:03	0	3780	292	92.83
76	Nilanga	0	17	17	17	22:28:14	0	7	10	41.18
77	Osmanabad	0	232	232	232	17:38:55	0	110	122	47.41
78	Ozar	0	2	2	2	10:30:00	0	2	0	100.00
79	Pachora	0	5	5	5	17:06:00	0	2	3	40.00
80	Paithan	0	9	9	9	18:23:20	0	6	3	66.67
81	Palghar	0	870	870	870	17:13:10	0	367	503	42.18
82	Pandharpur	0	26	26	26	13:15:00	0	25	1	96.15
83	Panvel	0	2002	2002	2002	14:00:23	0	1802	200	90.01
84	Parbhani	0	76	76	76	16:48:33	0	55	21	72.37
85	Parli	0	14	14	14	20:49:17	0	9	5	64.29
86	Parola	0	3	3	3	39:00:00	0	3	0	100.00
87	Pathri	0	8	8	8	16:07:30	0	6	2	75.00
88	Pen	0	20	20	20	16:19:30	0	12	8	60.00
89	Phaltan	0	20	20	20	15:33:00	0	4	16	20.00
90	Pulgaon	0	5	5	5	17:24:00	0	3	2	60.00
91	Pune City	0	31715	31715	31715	6:58:41	0	31091	624	98.03
92	Purna	0	2	2	2	11:30:00	0	2	0	100.00
93	Pusad	0	14	14	14	14:53:34	0	1	13	7.14
94	Ratnagiri	0	42	42	42	16:07:09	0	33	9	78.57
95	Sailu	0	26	26	26	14:20:46	0	15	11	57.69
96	Sangamner	0	19	19	19	16:55:16	0	3	16	15.79
97	Sangli	0	407	407	407	13:48:30	0	322	85	79.12
98	Satana	0	2	2	2	19:00:00	0	2	0	100.00
99	Satara	0	171	171	171	16:29:39	0	94	77	54.97
100	Shahada	0	13	13	13	18:23:05	0	8	5	61.54
101	Shegaon	0	25	25	25	13:14:24	0	12	13	48.00
102	Shirpur	0	15	15	15	16:40:00	0	15	0	100.00
103	Sillod	0	6	6	6	20:30:00	0	2	4	33.33
104	Sinnar	0	18	18	18	17:41:40	0	17	1	94.44
105	Solapur	0	236	236	236	17:11:57	0	69	167	29.24
106	Talegaon	0	61	61	61	7:36:24	0	61	0	100.00
107	Tasgaon	0	12	12	12	15:27:30	0	7	5	58.33
108	Tuljapur	0	51	51	51	19:31:46	0	16	35	31.37

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109	Tumsar	0	19	19	19	12:52:06	0	2	17	10.53
110	Udgir	0	146	146	146	21:14:35	0	112	34	76.71
111	Umarga	0	35	35	35	23:35:09	0	19	16	54.29
112	Umarkhed	0	7	7	7	16:12:51	0	2	5	28.57
113	Umred	0	18	18	18	19:01:40	0	17	1	94.44
114	Uran-Islampur	0	20	20	20	14:36:00	0	14	6	70.00
115	Vaijapur	0	5	5	5	18:30:00	0	0	5	0.00
116	Vasai	0	142	142	142	15:38:02	0	23	119	16.20
117	Virar	0	885	885	885	15:24:53	0	252	633	28.47
118	Vita	0	14	14	14	15:00:00	0	14	0	100.00
119	Wadgaon	0	35	35	35	14:37:43	0	7	28	20.00
120	Wai	0	2	2	2	24:00:00	0	2	0	100.00
121	Wani	0	15	15	15	16:14:00	0	3	12	20.00
122	Wardha	0	73	73	73	16:20:08	0	63	10	86.30
123	Warora	0	10	10	10	15:51:00	0	3	7	30.00
124	Warud	0	16	16	16	9:22:30	0	16	0	100.00
125	Washim	0	14	14	14	18:19:17	0	7	7	50.00
126	Yavatmal	0	273	273	273	16:11:06	0	82	191	30.04
127	Yawal	0	1	1	1	19:30:00	0	0	1	0.00
128	Yeola	0	7	7	7	16:34:17	0	7	0	100.00
		0	86515	86515	86515	82.7818287	0	76785	9730	7831.64