

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 24/11/2016

Name of Discom: MSEDCL

Report Month: Nov'16

Period: 1 Month (1st Oct'16 to 31st Oct'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	4	13	17	15	9:26:55	2	12	3	80.00
2	Ahmadpur	1	13	14	13	16:20:35	1	10	3	76.92
3	Ahmednagar	49	169	218	172	20:39:23	46	56	116	32.56
4	Akkalkot	10	9	19	16	27:38:13	3	7	9	43.75
5	Akola	477	4511	4988	4792	17:44:33	196	4124	668	86.06
6	Akot	4	46	50	46	19:28:21	4	43	3	93.48
7	Amalner	5	11	16	1	22:51:54	15	0	1	0.00
8	Ambejogai	549	871	1420	1205	12:00:37	215	198	1007	16.43
9	Amravati	137	933	1070	998	9:04:29	72	947	51	94.89
10	Anjangaon	1	3	4	3	12:00:00	1	3	0	100.00
11	Arvi	0	5	5	5	18:17:31	0	0	5	0.00
12	Ashta (MSEDCL)	0	2	2	1	45:51:54	1	0	1	0.00
13	Ausa	1	18	19	14	19:27:06	5	9	5	64.29
14	Balapur	0	9	9	8	20:05:28	1	5	3	62.50
15	Ballarpur	7	8	15	11	10:47:37	4	5	6	45.45
16	Baramati	10	34	44	41	27:33:21	3	27	14	65.85
17	Barshi	7	22	29	14	31:17:02	15	6	8	42.86
18	Basmath	1	2	3	1	22:51:54	2	0	1	0.00
19	Beed	155	370	525	442	17:04:03	83	123	319	27.83
20	Bhadrawati	9	17	26	25	8:05:54	1	9	16	36.00
21	Bhandara	12	56	68	61	20:43:45	7	29	32	47.54
22	Bhusawal	175	114	289	29	17:47:15	260	2	27	6.90
23	Brahmapuri	2	8	10	9	45:23:58	1	5	4	55.55
24	Buldhana	8	24	32	24	20:16:17	8	15	9	62.50
25	Chalisgaon	19	8	27	0	22:51:54	27	0	0	0.00
26	Chandrapur	278	1260	1538	1331	19:38:59	207	1044	287	78.44
27	Chikhli	2	12	14	12	106:47:18	2	8	4	66.67
28	Chiplun	0	13	13	12	17:00:00	1	12	0	100.00
29	Chopda	24	3	27	0	22:51:54	27	0	0	0.00
30	Dahanu	121	473	594	539	15:29:16	55	402	137	74.58
31	Daryapur	3	8	11	10	7:12:00	1	10	0	100.00
32	Daund	46	29	75	7	29:46:48	68	5	2	71.43
33	Deglur	2	1	3	2	20:00:00	1	2	0	100.00
34	Deolali	25	236	261	233	14:25:30	28	226	7	97.00
35	Dharangaon	18	0	18	1	22:51:54	17	0	1	0.00
36	Dhule	22	100	122	100	19:57:35	22	91	9	91.00

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37	Digras	6	9	15	8	10:56:58	7	4	4	50.00
38	Dondaicha	2	2	4	2	28:00:00	2	2	0	100.00
39	Erandol	4	0	4	0	22:51:54	4	0	0	0.00
40	Gadchiroli	4	6	10	10	19:09:34	0	4	6	40.00
41	Gangakhed	3	8	11	8	17:34:28	3	5	3	62.50
42	Gondia	3	73	76	71	20:19:48	5	54	17	76.06
43	Greater Mumbai	1841	12473	14314	12927	13:27:18	1387	10415	2512	80.57
44	Hinganghat	9	17	26	24	16:13:39	2	18	6	75.00
45	Hingoli	4	17	21	15	30:06:03	6	3	12	20.00
46	Ichalkaranji	105	1173	1278	1064	7:17:36	214	1027	37	96.52
47	Igatpuri	1	11	12	8	18:13:59	4	7	1	87.50
48	Jaisingpur	8	102	110	75	5:59:41	35	75	0	100.00
49	Jalna	118	126	244	174	47:11:46	70	45	129	25.86
50	Jintur	1	5	6	6	9:27:18	0	1	5	16.67
51	Kamptee	3	16	19	17	15:19:16	2	13	4	76.47
52	Kannad	1	5	6	4	22:23:55	2	2	2	50.00
53	Karad	4	4	8	7	12:40:32	1	2	5	28.57
54	Karanja	27	153	180	162	23:45:54	18	60	102	37.04
55	Katol	0	7	7	6	16:30:00	1	6	0	100.00
56	Khamgaon	5	44	49	37	23:50:24	12	8	29	21.62
57	Khopoli	9	16	25	17	24:06:46	8	2	15	11.76
58	Kolhapur	755	4678	5433	4596	6:12:01	837	4440	156	96.61
59	Kopergaon	6	14	20	15	13:43:08	5	1	14	6.67
60	Latur	546	1424	1970	1739	13:30:00	231	1362	377	78.32
61	Lonavala	13	44	57	36	15:40:00	21	35	1	97.22
62	Majalgaon	12	32	44	36	15:24:44	8	9	27	25.00
63	Malegaon	14	39	53	44	33:13:16	9	32	12	72.73
64	Malkapur	6	6	12	11	12:12:41	1	2	9	18.18
65	Manmad	6	31	37	35	16:03:45	2	30	5	85.71
66	Mehkar	2	2	4	3	14:20:00	1	2	1	66.66
67	Morshi	2	8	10	9	6:26:40	1	9	0	100.00
68	Murtijapur	1	6	7	7	13:08:34	0	7	0	100.00
69	Nagpur	178	2479	2657	2536	7:11:39	121	2367	169	93.34
70	Nalasopara	547	1407	1954	1371	21:54:25	583	255	1116	18.60
71	Nanded	59	626	685	621	14:33:38	64	485	136	78.10
72	Nandura	8	9	17	11	2:04:43	6	2	9	18.18

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73	Nandurbar	245	358	603	483	17:56:11	120	214	269	44.31
74	Nashik	459	1611	2070	1717	14:51:34	353	1555	162	90.56
75	Navi Mumbai	617	3478	4095	3615	16:04:41	480	2971	644	82.19
76	Nilanga	5	6	11	10	11:46:23	1	7	3	70.00
77	Osmanabad	99	260	359	278	16:58:38	81	113	165	40.65
78	Ozar	3	1	4	3	2:20:00	1	2	1	66.66
79	Pachora	26	4	30	0	22:51:54	30	0	0	0.00
80	Paithan	5	5	10	10	8:22:23	0	1	9	10.00
81	Palghar	463	887	1350	1089	21:09:41	261	320	769	29.38
82	Pandharpur	2	23	25	22	19:21:36	3	15	7	68.18
83	Panvel	314	1556	1870	1645	15:59:49	225	1263	382	76.78
84	Parbhani	15	76	91	86	18:02:52	5	56	30	65.12
85	Parli	16	19	35	29	11:11:08	6	3	26	10.34
86	Parola	9	2	11	1	8:00:00	10	1	0	99.99
87	Pathri	1	10	11	10	25:26:45	1	5	5	50.00
88	Pen	2	8	10	6	27:11:54	4	1	5	16.67
89	Phaltan	1	4	5	1	105:35:41	4	1	0	99.99
90	Pulgaon	0	3	3	2	27:25:57	1	2	0	100.00
91	Pune City	5186	30319	35505	31985	11:43:58	3520	28125	3860	87.93
92	Purna	1	0	1	1	22:51:54	0	1	0	99.99
93	Pusad	10	14	24	11	21:05:01	13	6	5	54.54
94	Ratnagiri	3	25	28	27	23:05:10	1	21	6	77.78
95	Sailu	14	17	31	27	10:52:26	4	13	14	48.15
96	Sangamner	8	16	24	15	19:02:03	9	4	11	26.67
97	Sangli	52	145	197	155	22:53:33	42	73	82	47.10
98	Satana	0	1	1	0	22:51:54	1	0	0	0.00
99	Satara	54	73	127	102	13:18:32	25	18	84	17.65
100	Shahada	11	6	17	14	10:29:25	3	6	8	42.86
101	Shegaon	4	8	12	9	13:48:50	3	1	8	11.11
102	Shirpur	5	9	14	13	17:39:03	1	10	3	76.92
103	Sillod	0	2	2	2	14:25:57	0	1	1	50.00
104	Sinnar	4	16	20	17	13:34:20	3	15	2	88.23
105	Solapur	287	209	496	333	17:25:27	163	29	304	8.71
106	Talegaon	12	48	60	50	10:53:35	10	29	21	58.00
107	Tasgaon	1	2	3	3	13:00:00	0	2	1	66.66
108	Tuljapur	51	56	107	91	11:52:35	16	28	63	30.77

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109	Tumsar	3	2	5	4	11:25:57	1	0	4	0.00
110	Udgir	66	122	188	161	13:25:59	27	135	26	83.85
111	Umarga	39	63	102	94	13:20:01	8	32	62	34.04
112	Umarkhed	9	2	11	3	3:20:00	8	1	2	33.33
113	Umred	0	2	2	2	20:25:57	0	1	1	50.00
114	Uran-Islampur	5	10	15	12	15:22:58	3	11	1	91.67
115	Vaijapur	0	6	6	6	18:04:36	0	1	5	16.67
116	Vasai	200	66	266	89	6:22:49	177	1	88	1.12
117	Virar	605	499	1104	579	15:12:43	525	71	508	12.26
118	Vita	1	5	6	6	16:18:39	0	4	2	66.67
119	Wadgaon	15	24	39	17	21:31:40	22	5	12	29.41
120	Wai	2	13	15	12	21:45:16	3	5	7	41.67
121	Wani	4	13	17	17	64:43:30	0	8	9	47.06
122	Wardha	6	16	22	21	17:28:20	1	9	12	42.86
123	Warora	3	9	12	8	14:51:29	4	6	2	75.00
124	Warud	2	5	7	4	13:57:58	3	4	0	100.00
125	Washim	3	35	38	36	42:43:17	2	20	16	55.56
126	Yavatmal	110	203	313	166	23:33:27	147	74	92	44.58
127	Yawal	4	2	6	0	22:51:54	6	0	0	0.00
128	Yeola	0	7	7	5	25:22:23	2	5	0	100.00