

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 26/10/2016

Name of Discom: MSEDCL

Report Month: Oct'16

Period: 1 Month (1st Sep'16 to 30th Sep'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	5	20	25	21	16:04:57	4	9	12	42.86
2	Ahmadpur	3	22	25	24	14:16:00	1	22	2	91.67
3	Ahmednagar	33	181	214	166	24:07:54	48	39	127	23.49
4	Akkalkot	6	17	23	13	27:47:30	10	4	9	30.77
5	Akola	431	5237	5668	5193	20:32:53	475	3817	1376	73.50
6	Akot	12	83	95	91	23:56:59	4	75	16	82.42
7	Amalner	7	10	17	12	20:34:42	5	0	12	0.00
8	Ambejogai	91	1184	1275	726	27:04:04	549	436	290	60.06
9	Amravati	118	1462	1580	1449	12:51:01	131	1193	256	82.33
10	Anjangaon	1	3	4	3	15:20:00	1	3	0	100.00
11	Arvi	0	1	1	1	20:00:00	0	1	0	99.99
12	Ashta (MSEDCL)	0	5	5	5	22:17:31	0	1	4	20.00
13	Ausa	3	23	26	25	16:03:06	1	16	9	64.00
14	Balapur	0	16	16	16	28:08:13	0	10	6	62.50
15	Ballarpur	2	16	18	11	20:11:27	7	7	4	63.64
16	Baramati	16	36	52	42	26:31:29	10	8	34	19.05
17	Barshi	4	24	28	21	10:29:28	7	2	19	9.52
18	Basmath	1	6	7	6	18:45:57	1	3	3	50.00
19	Beed	89	434	523	368	26:55:50	155	213	155	57.88
20	Bhadrawati	2	20	22	13	15:41:21	9	11	2	84.61
21	Bhandara	9	90	99	92	18:00:25	7	63	29	68.48
22	Bhusawal	155	188	343	168	5:11:26	175	14	154	8.33
23	Brahmapuri	1	11	12	10	17:18:52	2	6	4	60.00
24	Buldhana	2	45	47	39	18:26:42	8	18	21	46.15
25	Chalisgaon	19	8	27	8	0:00:00	19	0	8	0.00
26	Chandrapur	293	2041	2334	2059	18:00:05	275	1444	615	70.13
27	Chikhli	7	11	18	16	23:46:09	2	5	11	31.25
28	Chiplun	0	8	8	8	16:45:00	0	8	0	100.00
29	Chopda	21	3	24	0	0:00:00	24	0	0	0.00
30	Dahanu	111	996	1107	986	26:49:59	121	164	822	16.63
31	Daryapur	2	15	17	14	17:43:28	3	13	1	92.86
32	Daund	24	24	48	2	2:50:00	46	2	0	100.00
33	Deglur	1	7	8	6	9:07:25	2	5	1	83.33
34	Deolali	12	237	249	224	14:24:31	25	193	31	86.16
35	Dharangaon	17	7	24	6	0:34:17	18	3	3	50.00
36	Dhule	18	131	149	127	17:48:33	22	80	47	62.99

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37	Digras	4	13	17	11	11:10:44	6	3	8	27.27
38	Dondaicha	1	8	9	7	11:12:58	2	4	3	57.14
39	Erandol	3	1	4	0	0:00:00	4	0	0	0.00
40	Gadchiroli	10	24	34	30	42:04:48	4	11	19	36.67
41	Gangakhed	1	34	35	32	20:01:52	3	25	7	78.12
42	Gondia	10	131	141	138	12:52:20	3	122	16	88.41
43	Greater Mumbai	1758	14250	16008	14175	16:22:00	1833	11306	2869	79.76
44	Hinganghat	4	25	29	20	18:04:36	9	12	8	60.00
45	Hingoli	5	30	35	31	36:08:45	4	11	20	35.48
46	Ichalkaranji	75	1320	1395	1292	7:53:21	103	1113	179	86.15
47	Igatpuri	0	8	8	7	12:51:29	1	7	0	100.00
48	Jaisingpur	3	60	63	55	6:27:28	8	51	4	92.73
49	Jalna	194	245	439	321	18:07:07	118	35	286	10.90
50	Jintur	2	5	7	6	6:36:00	1	6	0	100.00
51	Kamptee	1	45	46	43	18:26:44	3	37	6	86.05
52	Kannad	5	4	9	8	19:27:58	1	3	5	37.50
53	Karad	2	18	20	16	32:17:29	4	4	12	25.00
54	Karanja	22	180	202	175	24:01:36	27	99	76	56.57
55	Katol	0	6	6	6	24:40:00	0	6	0	100.00
56	Khamgaon	21	27	48	43	33:01:16	5	8	35	18.60
57	Khopoli	9	23	32	24	19:34:12	8	6	18	25.00
58	Kolhapur	304	4873	5177	4429	8:10:42	748	3859	570	87.13
59	Kopargaon	2	8	10	4	16:33:27	6	2	2	50.00
60	Latur	228	2133	2361	1816	14:47:12	545	1486	330	81.83
61	Lonavala	7	34	41	28	19:10:35	13	28	0	100.00
62	Majalgaon	8	39	47	35	21:21:00	12	26	9	74.29
63	Malegaon	6	71	77	63	22:05:19	14	45	18	71.43
64	Malkapur	9	30	39	33	68:49:24	6	11	22	33.33
65	Manmad	4	30	34	28	26:20:39	6	15	13	53.57
66	Mehkar	5	3	8	6	64:14:36	2	0	6	0.00
67	Morshi	3	3	6	4	24:17:18	2	3	1	75.00
68	Murtijapur	2	17	19	18	18:09:09	1	14	4	77.78
69	Nagpur	412	3137	3549	3374	6:44:13	175	3177	197	94.16
70	Nalasopara	330	1514	1844	1298	19:23:48	546	332	966	25.58
71	Nanded	65	685	750	691	13:16:59	59	496	195	71.78
72	Nandura	8	6	14	6	19:03:15	8	1	5	16.67

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73	Nandurbar	137	398	535	290	35:41:52	245	167	123	57.59
74	Nashik	359	2019	2378	1924	19:21:59	454	1648	276	85.65
75	Navi Mumbai	626	4057	4683	4066	20:54:17	617	3176	890	78.11
76	Nilanga	0	21	21	16	39:24:57	5	13	3	81.25
77	Osmanabad	71	317	388	289	21:29:41	99	64	225	22.15
78	Ozar	4	3	7	4	17:40:00	3	3	1	75.00
79	Pachora	23	9	32	6	2:32:26	26	0	6	0.00
80	Paithan	7	10	17	12	13:43:08	5	1	11	8.33
81	Palghar	203	1555	1758	1296	31:31:54	462	563	733	43.44
82	Pandharpur	3	17	20	18	23:42:04	2	7	11	38.89
83	Panvel	535	1723	2258	1946	22:39:15	312	1556	390	79.96
84	Parbhani	13	84	97	82	16:57:07	15	71	11	86.59
85	Parli	6	23	29	13	16:00:17	16	4	9	30.77
86	Parola	5	5	10	1	4:24:00	9	1	0	99.99
87	Pathri	1	4	5	4	7:12:58	1	2	2	50.00
88	Pen	1	14	15	13	17:43:05	2	4	9	30.77
89	Phaltan	6	3	9	8	22:51:54	1	4	4	50.00
90	Pulgaon	0	6	6	6	22:51:54	0	0	6	0.00
91	Pune City	5885	30359	36244	31108	12:50:15	5136	27197	3911	87.43
92	Purna	0	2	2	1	15:30:00	1	1	0	99.99
93	Pusad	8	14	22	12	11:52:49	10	3	9	25.00
94	Ratnagiri	2	45	47	44	17:57:50	3	27	17	61.36
95	Sailu	18	21	39	25	17:22:14	14	16	9	64.00
96	Sangamner	7	33	40	32	20:48:04	8	6	26	18.75
97	Sangli	32	219	251	199	20:32:06	52	92	107	46.23
98	Satana	3	3	6	6	12:20:00	0	6	0	100.00
99	Satara	33	95	128	75	22:26:07	53	25	50	33.33
100	Shahada	10	11	21	10	15:11:56	11	3	7	30.00
101	Shegaon	9	21	30	26	21:36:18	4	7	19	26.92
102	Shirpur	3	8	11	6	29:15:00	5	5	1	83.33
103	Sillod	3	0	3	3	0:00:00	0	2	1	66.66
104	Sinnar	6	17	23	19	11:06:06	4	18	1	94.74
105	Solapur	163	319	482	195	16:59:52	287	40	155	20.51
106	Talegaon	16	46	62	50	11:03:23	12	44	6	88.00
107	Tasgaon	1	0	1	0	0:00:00	1	0	0	0.00
108	Tuljapur	16	111	127	77	20:15:27	50	5	72	6.49

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109	Tumsar	1	6	7	4	22:51:54	3	0	4	0.00
110	Udgir	20	249	269	203	14:53:52	66	163	40	80.30
111	Umarga	15	113	128	89	19:43:31	39	24	65	26.97
112	Umarkhed	5	12	17	8	15:22:18	9	4	4	50.00
113	Umred	0	6	6	6	18:28:39	0	5	1	83.33
114	Uran-Islampur	0	19	19	14	19:49:51	5	4	10	28.57
115	Vaijapur	2	1	3	3	22:51:54	0	0	3	0.00
116	Vasai	74	144	218	18	9:30:01	200	2	16	11.11
117	Virar	275	1013	1288	684	12:44:46	604	184	500	26.90
118	Vita	4	4	8	7	17:12:58	1	7	0	100.00
119	Wadgaon	11	28	39	24	26:12:31	15	9	15	37.50
120	Wai	2	4	6	4	13:55:57	2	3	1	75.00
121	Wani	3	19	22	18	25:11:06	4	2	16	11.11
122	Wardha	4	72	76	70	22:58:13	6	26	44	37.14
123	Warora	4	20	24	21	13:03:58	3	15	6	71.43
124	Warud	2	12	14	12	12:43:39	2	9	3	75.00
125	Washim	3	18	21	18	28:55:57	3	7	11	38.89
126	Yavatmal	63	253	316	206	17:25:04	110	117	89	56.80
127	Yawal	2	4	6	2	0:30:00	4	1	1	50.00
128	Yeola	2	3	5	5	16:20:00	0	5	0	100.00