

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 27/09/2016

Name of Discom: MSEDCL

Report Month: Sep'16

Period: 1 Month (1st Aug'16 to 31st Aug'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	14	19	14	7:12:17	5	12	2	85.71
2	Ahmadpur	1	17	18	15	14:33:50	3	9	6	60.00
3	Ahmednagar	62	145	207	174	17:33:20	33	64	110	36.78
4	Akkalkot	3	10	13	7	34:44:29	6	1	6	14.29
5	Akola	1126	5151	6277	5847	18:15:50	430	4612	1235	78.88
6	Akot	26	63	89	77	18:40:21	12	60	17	77.92
7	Amalner	5	9	14	7	22:51:54	7	0	7	0.00
8	Ambejogai	148	742	890	799	18:41:44	91	585	214	73.22
9	Amravati	204	1162	1366	1248	8:08:26	118	1091	157	87.42
10	Anjangaon	1	4	5	4	17:42:58	1	3	1	75.00
11	Arvi	0	6	6	6	15:55:57	0	2	4	33.33
12	Ashta (MSEDCL)	0	0	0	0	0:00:00	0	0	0	0.00
13	Ausa	0	10	10	7	17:33:08	3	6	1	85.71
14	Balapur	3	6	9	9	11:52:26	0	6	3	66.67
15	Ballarpur	23	35	58	56	12:38:12	2	17	39	30.36
16	Baramati	1	51	52	36	41:28:15	16	11	25	30.56
17	Barshi	19	26	45	41	9:58:30	4	6	35	14.63
18	Basmath	1	3	4	3	22:51:54	1	1	2	33.33
19	Beed	42	344	386	297	25:49:46	89	243	54	81.82
20	Bhadrawati	11	14	25	23	9:32:30	2	9	14	39.13
21	Bhandara	25	58	83	74	14:00:59	9	30	44	40.54
22	Bhusawal	104	123	227	72	37:08:58	155	9	63	12.50
23	Brahmapuri	3	15	18	17	23:03:03	1	17	0	100.00
24	Buldhana	18	33	51	49	12:38:55	2	35	14	71.43
25	Chalisgaon	25	5	30	11	4:09:26	19	0	11	0.00
26	Chandrapur	1544	1976	3520	3229	12:10:31	291	1308	1921	40.51
27	Chikhli	11	19	30	23	14:47:35	7	5	18	21.74
28	Chiplun	2	12	14	14	18:44:15	0	8	6	57.14
29	Chopda	10	11	21	0	22:51:54	21	0	0	0.00
30	Dahanu	294	924	1218	1111	16:21:13	107	633	478	56.98
31	Daryapur	4	9	13	11	9:31:15	2	9	2	81.82
32	Daund	6	18	24	0	22:51:54	24	0	0	0.00
33	Deglur	2	9	11	10	7:48:00	1	9	1	90.00
34	Deolali	5	376	381	369	16:29:40	12	288	81	78.05
35	Dharangaon	11	11	22	5	32:29:31	17	3	2	60.00
36	Dhule	11	158	169	151	13:37:47	18	138	13	91.39

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37	Digras	5	8	13	9	33:51:32	4	5	4	55.55
38	Dondaicha	0	5	5	4	15:57:58	1	3	1	75.00
39	Erandol	1	2	3	0	22:51:54	3	0	0	0.00
40	Gadchiroli	6	38	44	34	21:08:41	10	25	9	73.53
41	Gangakhed	1	13	14	13	14:07:59	1	9	4	69.23
42	Gondia	14	122	136	126	13:04:54	10	105	21	83.33
43	Greater Mumbai	4439	17079	21518	19774	9:55:15	1744	16976	2798	85.85
44	Hinganghat	8	11	19	15	14:33:18	4	11	4	73.33
45	Hingoli	1	38	39	34	17:19:36	5	19	15	55.88
46	Ichalkaranji	17	1825	1842	1767	7:08:45	75	1741	26	98.53
47	Igatpuri	1	18	19	19	28:43:21	0	18	1	94.74
48	Jaisingpur	4	116	120	117	5:24:06	3	117	0	100.00
49	Jalna	129	180	309	115	56:55:23	194	12	103	10.43
50	Jintur	1	3	4	2	66:30:00	2	2	0	100.00
51	Kamptee	6	19	25	24	10:45:00	1	21	3	87.50
52	Kannad	3	5	8	3	30:29:11	5	1	2	33.33
53	Karad	0	10	10	8	22:19:28	2	7	1	87.50
54	Karanja	44	150	194	172	18:47:28	22	112	60	65.12
55	Katol	0	3	3	3	20:57:18	0	2	1	66.66
56	Khamgaon	14	38	52	31	26:03:30	21	4	27	12.90
57	Khopoli	9	34	43	34	21:01:49	9	6	28	17.65
58	Kolhapur	75	6381	6456	6157	6:31:47	299	6088	69	98.88
59	Kopargaon	2	6	8	6	23:13:15	2	1	5	16.67
60	Latur	152	1749	1901	1686	14:50:31	215	1380	306	81.85
61	Lonavala	8	101	109	102	15:40:11	7	98	4	96.08
62	Majalgaon	2	20	22	14	39:44:15	8	8	6	57.14
63	Malegaon	1	38	39	33	21:29:11	6	24	9	72.73
64	Malkapur	15	25	40	31	12:13:45	9	7	24	22.58
65	Manmad	0	23	23	19	28:52:34	4	11	8	57.89
66	Mehkar	0	9	9	4	40:00:49	5	0	4	0.00
67	Morshi	2	5	7	4	16:55:57	3	2	2	50.00
68	Murtijapur	3	14	17	15	16:58:55	2	12	3	80.00
69	Nagpur	623	2866	3489	3107	4:08:21	382	3055	52	98.33
70	Nalasopara	521	1457	1978	1650	24:42:59	328	620	1030	37.58
71	Nanded	102	468	570	502	10:43:38	68	435	67	86.65
72	Nandura	9	11	20	12	15:40:16	8	1	11	8.33

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73	Nandurbar	165	511	676	539	21:24:09	137	383	156	71.06
74	Nashik	243	3378	3621	3278	19:59:39	343	2537	741	77.39
75	Navi Mumbai	1064	4788	5852	5226	12:36:22	626	4911	315	93.97
76	Nilanga	0	8	8	8	8:58:59	0	7	1	87.50
77	Osmanabad	54	303	357	287	22:30:46	70	97	190	33.80
78	Ozar	0	6	6	2	34:21:54	4	2	0	100.00
79	Pachora	20	4	24	1	22:00:00	23	1	0	99.99
80	Paithan	5	10	15	8	62:03:27	7	1	7	12.50
81	Palghar	870	1604	2474	2271	17:40:44	203	523	1748	23.03
82	Pandharpur	2	18	20	17	23:54:17	3	4	13	23.53
83	Panvel	515	2107	2622	2087	14:14:28	535	1943	144	93.10
84	Parbhani	28	42	70	57	8:33:15	13	51	6	89.47
85	Parli	6	21	27	21	21:09:30	6	12	9	57.14
86	Parola	3	3	6	1	54:00:00	5	1	0	99.99
87	Pathri	1	2	3	2	20:25:57	1	1	1	50.00
88	Pen	7	13	20	19	9:39:46	1	12	7	63.16
89	Phaltan	3	8	11	5	36:39:54	6	1	4	20.00
90	Pulgaon	1	3	4	4	11:25:57	0	0	4	0.00
91	Pune City	2903	40205	43108	37284	12:31:02	5824	36365	919	97.54
92	Purna	0	0	0	0	0:00:00	0	0	0	0.00
93	Pusad	7	8	15	7	26:07:53	8	1	6	14.29
94	Ratnagiri	10	33	43	41	28:40:28	2	23	18	56.10
95	Sailu	14	14	28	10	16:02:45	18	7	3	70.00
96	Sangamner	11	31	42	36	14:44:30	6	6	30	16.67
97	Sangli	42	245	287	264	21:16:01	23	122	142	46.21
98	Satana	2	7	9	6	21:10:00	3	5	1	83.33
99	Satara	13	113	126	93	24:19:19	33	16	77	17.20
100	Shahada	5	10	15	5	23:17:31	10	0	5	0.00
101	Shegaon	10	24	34	25	24:23:37	9	6	19	24.00
102	Shirpur	0	11	11	8	19:40:57	3	5	3	62.50
103	Sillod	1	5	6	3	27:51:54	3	1	2	33.33
104	Sinnar	2	13	15	10	22:23:11	5	9	1	90.00
105	Solapur	135	234	369	207	33:40:18	162	41	166	19.81
106	Talegaon	4	62	66	51	17:01:24	15	49	2	96.08
107	Tasgaon	1	2	3	2	20:55:57	1	1	1	50.00
108	Tuljapur	20	96	116	100	19:37:42	16	39	61	39.00

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109	Tumsar	1	6	7	6	15:15:57	1	2	4	33.33
110	Udgir	23	173	196	186	16:51:00	10	144	42	77.42
111	Umarga	14	67	81	70	20:47:16	11	18	52	25.71
112	Umarkhed	5	11	16	11	8:57:47	5	5	6	45.45
113	Umred	3	8	11	11	16:13:25	0	6	5	54.54
114	Uran-Islampur	2	6	8	8	19:27:58	0	4	4	50.00
115	Vaijapur	1	5	6	4	179:55:57	2	3	1	75.00
116	Vasai	106	151	257	129	14:56:36	128	58	71	44.96
117	Virar	559	775	1334	1059	15:00:35	275	316	743	29.84
118	Vita	0	8	8	4	22:25:57	4	0	4	0.00
119	Wadgaon	5	28	33	22	20:50:07	11	12	10	54.55
120	Wai	1	16	17	15	15:56:45	2	7	8	46.67
121	Wani	3	15	18	15	25:30:23	3	12	3	80.00
122	Wardha	14	41	55	52	14:54:18	3	30	22	57.69
123	Warora	15	13	28	24	8:16:09	4	8	16	33.33
124	Warud	3	9	12	10	6:30:00	2	8	2	80.00
125	Washim	1	14	15	12	24:16:37	3	9	3	75.00
126	Yavatmal	82	319	401	338	16:29:36	63	147	191	43.49
127	Yawal	1	1	2	0	22:51:54	2	0	0	0.00
128	Yeola	0	6	6	5	13:00:00	1	5	0	100.00