

**Consumer Complaints redressal report**

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 29/08/2017

Name of Discom: MSEDCL

Report Month: Aug'17

Period: 1 Month (1st Jul'17 to 31st Jul'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	0	48	48	48	7:58:45	0	48	0	100.00
2	Ahmadpur	0	9	9	9	14:08:20	0	7	2	77.78
3	Ahmednagar	0	148	148	148	20:19:37	0	80	68	54.05
4	Akkalkot	0	6	6	6	16:37:30	0	0	6	0.00
5	Akola	0	5150	5150	5150	17:03:21	0	4066	1084	78.95
6	Akot	0	104	104	104	17:34:33	0	90	14	86.54
7	Amalner	0	9	9	9	20:07:30	0	4	5	44.44
8	Ambejogai	0	515	515	515	17:36:28	0	191	324	37.09
9	Amravati	0	1353	1353	1353	9:42:08	0	1303	50	96.30
10	Anjangaon	0	3	3	3	11:00:00	0	3	0	100.00
11	Arvi	0	7	7	7	16:22:30	0	6	1	85.71
12	Ashta (MSEDCL)	0	4	4	4	14:00:00	0	4	0	100.00
13	Ausa	0	12	12	12	17:59:22	0	9	3	75.00
14	Balapur	0	5	5	5	18:12:00	0	5	0	100.00
15	Ballarpur	0	34	34	34	14:19:38	0	1	33	2.94
16	Baramati	0	32	32	32	24:48:59	0	20	12	62.50
17	Barshi	0	26	26	26	13:26:32	0	10	16	38.46
18	Basmath	0	10	10	10	12:47:15	0	3	7	30.00
19	Beed	0	305	305	305	15:40:20	0	101	204	33.11
20	Bhadrawati	0	35	35	35	17:21:00	0	2	33	5.71
21	Bhandara	0	75	75	75	13:03:48	0	31	44	41.33
22	Bhusawal	0	75	75	75	14:20:30	0	43	32	57.33
23	Brahmapuri	0	13	13	13	15:01:09	0	1	12	7.69
24	Buldhana	0	42	42	42	34:01:04	0	18	24	42.86
25	Chalisgaon	0	9	9	9	18:01:40	0	6	3	66.67
26	Chandrapur	0	1943	1943	1943	15:51:23	0	931	1012	47.92
27	Chikhli	0	9	9	9	13:22:30	0	3	6	33.33
28	Chiplun	0	8	8	8	23:36:34	0	4	4	50.00
29	Chopda	0	4	4	4	8:18:45	0	1	3	25.00
30	Dahanu	0	1127	1127	1127	15:04:28	0	259	868	22.98

**Consumer Complaints redressal report**

Level of Monitoring: PFC/MoP

**Format: D3**

Name of State: MAHARASHTRA

date : 29/08/2017

Name of Discom: MSEDCL

Report Month: Aug'17

Period: 1 Month (1st Jul'17 to 31st Jul'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
31	Daryapur	0	11	11	11	11:32:44	0	11	0	100.00
32	Daund	0	30	30	30	37:44:30	0	7	23	23.33
33	Deglur	0	20	20	20	9:36:45	0	18	2	90.00
34	Deolali	0	227	227	227	15:15:02	0	205	22	90.31
35	Dharangaon	0	4	4	4	14:39:23	0	3	1	75.00
36	Dhule	0	90	90	90	21:40:00	0	65	25	72.22
37	Digras	0	13	13	13	14:00:35	0	6	7	46.15
38	Dondaicha	0	6	6	6	14:31:15	0	2	4	33.33
39	Erandol	0	3	3	3	23:52:30	0	2	1	66.66
40	Gadchiroli	0	21	21	21	14:15:00	0	0	21	0.00
41	Gangakhed	0	13	13	13	11:45:00	0	4	9	30.77
42	Gondia	0	154	154	154	15:58:21	0	115	39	74.68
43	Greater Mumbai	0	19007	19007	19007	11:32:58	0	15301	3706	80.50
44	Hinganghat	0	27	27	27	14:57:13	0	21	6	77.78
45	Hingoli	0	21	21	21	15:06:47	0	3	18	14.29
46	Ichalkaranji	0	1429	1429	1429	9:53:44	0	1238	191	86.63
47	Igatpuri	0	17	17	17	20:02:39	0	14	3	82.35
48	Jaisingpur	0	57	57	57	8:56:43	0	55	2	96.49
49	Jalna	0	77	77	77	15:24:21	0	7	70	9.09
50	Jintur	0	12	12	12	18:20:00	0	12	0	100.00
51	Kamptee	0	25	25	25	14:53:24	0	13	12	52.00
52	Kannad	0	6	6	6	19:23:45	0	0	6	0.00
53	Karad	0	18	18	18	18:01:40	0	7	11	38.89
54	Karanja	0	157	157	157	19:49:55	0	123	34	78.34
55	Katol	0	14	14	14	19:58:56	0	8	6	57.14
56	Khamgaon	0	26	26	26	27:29:43	0	0	26	0.00
57	Khopoli	0	14	14	14	22:33:45	0	0	14	0.00
58	Kolhapur	0	5562	5562	5562	11:30:36	0	4776	786	85.87
59	Kopargaon	0	2	2	2	24:56:15	0	0	2	0.00
60	Latur	0	1394	1394	1394	13:49:14	0	1024	370	73.46

**Consumer Complaints redressal report**

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 29/08/2017

Name of Discom: MSEDCL

Report Month: Aug'17

Period: 1 Month (1st Jul'17 to 31st Jul'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
61	Lonavala	0	229	229	229	8:53:51	0	226	3	98.69
62	Majalgaon	0	9	9	9	13:38:20	0	1	8	11.11
63	Malegaon	0	36	36	36	18:06:27	0	21	15	58.33
64	Malkapur	0	8	8	8	45:43:08	0	0	8	0.00
65	Manmad	0	55	55	55	16:53:52	0	31	24	56.36
66	Mehkar	0	3	3	3	13:05:00	0	2	1	66.66
67	Morshi	0	12	12	12	8:15:00	0	12	0	100.00
68	Murtijapur	0	18	18	18	14:55:25	0	17	1	94.44
69	Nagpur	0	3551	3551	3551	8:38:14	0	3454	97	97.27
70	Nalasopara	0	1345	1345	1345	21:04:17	0	267	1078	19.85
71	Nanded	0	630	630	630	12:56:20	0	576	54	91.43
72	Nandura	0	15	15	15	40:55:00	0	2	13	13.33
73	Nandurbar	0	426	426	426	18:49:58	0	211	215	49.53
74	Nashik	0	2272	2272	2272	20:58:46	0	2004	268	88.20
75	Navi Mumbai	0	4879	4879	4879	15:47:10	0	3407	1472	69.83
76	Nilanga	0	11	11	11	21:26:35	0	8	3	72.73
77	Osmanabad	0	200	200	200	16:57:09	0	20	180	10.00
78	Ozar	0	8	8	8	16:26:15	0	5	3	62.50
79	Pachora	0	5	5	5	18:18:00	0	2	3	40.00
80	Paithan	0	12	12	12	15:29:22	0	1	11	8.33
81	Palghar	0	1068	1068	1068	35:41:17	0	159	909	14.89
82	Pandharpur	0	6	6	6	57:37:30	0	4	2	66.67
83	Panvel	0	3039	3039	3039	16:03:57	0	2173	866	71.50
84	Parbhani	0	49	49	49	24:13:01	0	36	13	73.47
85	Parli	0	24	24	24	12:57:30	0	3	21	12.50
86	Parola	0	1	1	1	74:15:00	0	1	0	99.99
87	Pathri	0	0	0	0	0:00:00	0	0	0	0.00
88	Pen	0	21	21	21	14:15:00	0	0	21	0.00
89	Phaltan	0	12	12	12	34:38:07	0	0	12	0.00
90	Pulgaon	0	6	6	6	19:08:45	0	3	3	50.00

**Consumer Complaints redressal report**

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date : 29/08/2017

Name of Discom: MSEDCL

Report Month: Aug'17

Period: 1 Month (1st Jul'17 to 31st Jul'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
91	Pune City	0	30265	30265	30265	10:48:07	0	29424	841	97.22
92	Purna	0	4	4	4	15:30:00	0	4	0	100.00
93	Pusad	0	11	11	11	20:30:00	0	6	5	54.54
94	Ratnagiri	0	33	33	33	25:47:57	0	19	14	57.58
95	Sailu	0	17	17	17	23:32:12	0	12	5	70.59
96	Sangamner	0	22	22	22	21:25:14	0	13	9	59.09
97	Sangli	0	201	201	201	15:52:34	0	181	20	90.05
98	Satana	0	4	4	4	14:28:08	0	1	3	25.00
99	Satara	0	47	47	47	61:50:54	0	8	39	17.02
100	Shahada	0	10	10	10	26:47:15	0	4	6	40.00
101	Shegaon	0	6	6	6	27:42:30	0	0	6	0.00
102	Shirpur	0	4	4	4	103:48:45	0	4	0	100.00
103	Sillod	0	2	2	2	24:56:15	0	0	2	0.00
104	Sinnar	0	30	30	30	20:14:00	0	27	3	90.00
105	Solapur	0	99	99	99	23:29:01	0	20	79	20.20
106	Talegaon	0	72	72	72	8:08:01	0	71	1	98.61
107	Tasgaon	0	2	2	2	27:00:00	0	2	0	100.00
108	Tuljapur	0	27	27	27	12:27:13	0	3	24	11.11
109	Tumsar	0	4	4	4	24:56:15	0	0	4	0.00
110	Udgir	0	84	84	84	15:10:16	0	66	18	78.57
111	Umarga	0	17	17	17	14:55:35	0	1	16	5.88
112	Umarkhed	0	2	2	2	46:07:30	0	1	1	50.00
113	Umred	0	11	11	11	49:47:44	0	7	4	63.64
114	Uran-Islampur	0	29	29	29	16:38:01	0	22	7	75.86
115	Vaijapur	0	1	1	1	49:52:30	0	0	1	0.00
116	Vasai	0	37	37	37	71:17:26	0	1	36	2.70
117	Virar	0	583	583	583	20:17:57	0	127	456	21.78
118	Vita	0	13	13	13	14:45:35	0	7	6	53.85
119	Wadgaon	0	24	24	24	25:32:49	0	12	12	50.00
120	Wai	0	15	15	15	27:59:30	0	3	12	20.00

**Consumer Complaints redressal report**

**Level of Monitoring: PFC/MoP**

**Format: D3**

**Name of State: MAHARASHTRA**

date : 29/08/2017

**Name of Discom: MSEDCL**

**Report Month: Aug'17**

**Period: 1 Month (1st Jul'17 to 31st Jul'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
121	Wani	0	5	5	5	34:27:00	0	3	2	60.00
122	Wardha	0	46	46	46	20:41:15	0	38	8	82.61
123	Warora	0	18	18	18	22:46:40	0	1	17	5.56
124	Warud	0	7	7	7	12:34:17	0	7	0	100.00
125	Washim	0	12	12	12	24:58:45	0	5	7	41.67
126	Yavatmal	0	152	152	152	20:36:10	0	96	56	63.16
127	Yawal	0	6	6	6	11:36:15	0	5	1	83.33
128	Yeola	0	10	10	10	15:39:45	0	9	1	90.00
			89459	89459	89459		0	73146	16313	

0.817648308

0.182351692