

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

Date : 27/11/2017

Name of Discom: MSEDCL

Report Month: Nov'17

Period: 1 Month (1st Oct'17 to 31st Oct'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	29	29	29	15:47:51	0	25	4	86.21
2	Ahmadpur	0	4	4	4	13:39:22	0	3	1	75.00
3	Ahmednagar	0	228	228	228	15:02:08	0	36	192	15.79
4	Akkalkot	0	5	5	5	13:18:00	0	0	5	0.00
5	Akola	0	3058	3058	3058	16:08:26	0	2935	123	95.98
6	Akot	0	36	36	36	16:17:42	0	36	0	100.00
7	Amalner	0	10	10	10	16:47:15	0	6	4	60.00
8	Ambejogai	0	365	365	365	19:06:27	0	136	229	37.26
9	Amravati	0	913	913	913	13:17:53	0	702	211	76.89
10	Anjangaon	0	6	6	6	11:30:00	0	6	0	100.00
11	Arvi	0	3	3	3	16:37:30	0	0	3	0.00
12	Ashta (MSEDCL)	0	8	8	8	13:48:45	0	3	5	37.50
13	Ausa	0	10	10	10	18:22:30	0	4	6	40.00
14	Balapur	0	4	4	4	22:15:00	0	4	0	100.00
15	Ballarpur	0	17	17	17	17:23:49	0	4	13	23.53
16	Baramati	0	19	19	19	15:52:30	0	10	9	52.63
17	Barshi	0	26	26	26	16:40:40	0	10	16	38.46
18	Basmath	0	10	10	10	11:49:30	0	3	7	30.00
19	Beed	0	229	229	229	19:03:34	0	99	130	43.23
20	Bhadrawati	0	9	9	9	16:37:30	0	0	9	0.00
21	Bhandara	0	31	31	31	14:45:29	0	6	25	19.35
22	Bhusawal	0	47	47	47	14:45:00	0	23	24	48.94
23	Brahmapuri	0	12	12	12	15:01:53	0	5	7	41.67
24	Buldhana	0	58	58	58	16:34:39	0	4	54	6.90
25	Chalisingaon	0	16	16	16	21:07:58	0	10	6	62.50
26	Chandrapur	0	1175	1175	1175	16:27:52	0	462	713	39.32
27	Chikhli	0	10	10	10	14:57:45	0	1	9	10.00
28	Chiplun	0	19	19	19	17:43:49	0	16	3	84.21
29	Chopda	0	3	3	3	16:05:00	0	1	2	33.33
30	Dahanu	0	349	349	349	16:16:02	0	94	255	26.93
31	Daryapur	0	7	7	7	12:50:21	0	4	3	57.14
32	Daund	0	34	34	34	9:22:56	0	3	31	8.82

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33	Deglur	0	16	16	16	11:00:56	0	13	3	81.25
34	Deolali	0	234	234	234	15:08:24	0	203	31	86.75
35	Dharangaon	0	8	8	8	10:06:34	0	3	5	37.50
36	Dhule	0	98	98	98	17:18:36	0	34	64	34.69
37	Digras	0	3	3	3	16:37:30	0	1	2	33.33
38	Dondaicha	0	1	1	1	16:37:30	0	0	1	0.00
39	Erandol	0	2	2	2	13:18:45	0	1	1	50.00
40	Gadchiroli	0	14	14	14	9:35:54	0	1	13	7.14
41	Gangakhed	0	7	7	7	4:45:00	0	0	7	0.00
42	Gondia	0	37	37	37	9:08:06	0	37	0	100.00
43	Greater Mumbai	0	13398	13398	13398	12:31:15	0	6238	7160	46.56
44	Hinganghat	0	28	28	28	16:20:21	0	23	5	82.14
45	Hingoli	0	12	12	12	13:25:37	0	6	6	50.00
46	Ichalkaranji	0	847	847	847	7:13:03	0	783	64	92.44
47	Igatpuri	0	3	3	3	15:12:30	0	2	1	66.66
48	Jaisingpur	0	73	73	73	5:47:53	0	72	1	98.63
49	Jalna	0	46	46	46	15:58:52	0	6	40	13.04
50	Jintur	0	1	1	1	16:37:30	0	0	1	0.00
51	Kamptee	0	21	21	21	16:28:56	0	6	15	28.57
52	Kannad	0	2	2	2	16:37:30	0	0	2	0.00
53	Karad	0	20	20	20	25:32:37	0	10	10	50.00
54	Karanja	0	98	98	98	18:41:47	0	71	27	72.45
55	Katol	0	7	7	7	12:12:51	0	3	4	42.86
56	Khamgaon	0	34	34	34	9:46:46	0	0	34	0.00
57	Khopoli	0	17	17	17	11:44:07	0	0	17	0.00
58	Kolhapur	0	3658	3658	3658	6:15:46	0	3376	282	92.29
59	Kopargaon	0	8	8	8	16:55:19	0	2	6	25.00
60	Latur	0	755	755	755	16:51:46	0	446	309	59.07
61	Lonavala	0	85	85	85	8:51:00	0	81	4	95.29
62	Majalgaon	0	22	22	22	39:55:55	0	12	10	54.55
63	Malegaon	0	66	66	66	17:33:45	0	24	42	36.36
64	Malkapur	0	11	11	11	14:16:22	0	1	10	9.09

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65	Manmad	0	38	38	38	17:50:43	0	22	16	57.89
66	Mehkar	0	3	3	3	22:10:00	0	0	3	0.00
67	Morshi	0	5	5	5	15:46:30	0	2	3	40.00
68	Murtijapur	0	9	9	9	14:33:20	0	9	0	100.00
69	Nagpur	0	2033	2033	2033	11:09:00	0	1814	219	89.23
70	Nalasopara	0	1690	1690	1690	13:17:53	0	669	1021	39.59
71	Nanded	0	287	287	287	13:29:02	0	231	56	80.49
72	Nandura	0	5	5	5	26:36:00	0	0	5	0.00
73	Nandurbar	0	179	179	179	14:08:50	0	52	127	29.05
74	Nashik	0	1660	1660	1660	16:09:55	0	815	845	49.10
75	Navi Mumbai	0	3749	3749	3749	14:25:40	0	1202	2547	32.06
76	Nilanga	0	6	6	6	15:16:15	0	5	1	83.33
77	Osmanabad	0	143	143	143	16:45:28	0	18	125	12.59
78	Ozar	0	7	7	7	10:07:30	0	1	6	14.29
79	Pachora	0	7	7	7	13:09:39	0	2	5	28.57
80	Paithan	0	5	5	5	9:58:30	0	0	5	0.00
81	Palghar	0	1466	1466	1466	12:27:32	0	236	1230	16.10
82	Pandharpur	0	17	17	17	11:10:35	0	8	9	47.06
83	Panvel	0	2004	2004	2004	15:49:35	0	780	1224	38.92
84	Parbhani	0	93	93	93	19:20:58	0	31	62	33.33
85	Parli	0	11	11	11	17:25:14	0	2	9	18.18
86	Parola	0	4	4	4	6:30:00	0	4	0	100.00
87	Pathri	0	3	3	3	11:05:00	0	0	3	0.00
88	Pen	0	6	6	6	14:48:45	0	3	3	50.00
89	Phaltan	0	33	33	33	18:40:55	0	16	17	48.48
90	Pulgaon	0	1	1	1	16:37:30	0	0	1	0.00
91	Pune City	0	26184	26184	26184	8:58:38	0	24861	1323	94.95
92	Purna	0	2	2	2	16:37:30	0	0	2	0.00
93	Pusad	0	14	14	14	13:03:45	0	1	13	7.14
94	Ratnagiri	0	40	40	40	19:46:41	0	18	22	45.00
95	Sailu	0	13	13	13	16:56:32	0	3	10	23.08
96	Sangamner	0	38	38	38	18:12:26	0	24	14	63.16

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97	Sangli	0	177	177	177	17:30:31	0	69	108	38.98
98	Satana	0	4	4	4	17:43:07	0	1	3	25.00
99	Satara	0	97	97	97	14:15:46	0	14	83	14.43
100	Shahada	0	23	23	23	11:27:23	0	3	20	13.04
101	Shegaon	0	6	6	6	18:31:15	0	1	5	16.67
102	Shirpur	0	12	12	12	9:41:52	0	0	12	0.00
103	Sillod	0	5	5	5	18:55:30	0	4	1	80.00
104	Sinnar	0	23	23	23	19:52:50	0	14	9	60.87
105	Solapur	0	167	167	167	19:02:52	0	51	116	30.54
106	Talegaon	0	69	69	69	7:00:07	0	64	5	92.75
107	Tasgaon	0	7	7	7	15:53:34	0	3	4	42.86
108	Tuljapur	0	31	31	31	15:02:40	0	4	27	12.90
109	Tumsar	0	3	3	3	16:37:30	0	0	3	0.00
110	Udgir	0	83	83	83	18:25:34	0	60	23	72.29
111	Umarga	0	36	36	36	15:35:25	0	3	33	8.33
112	Umarkhed	0	2	2	2	22:18:45	0	1	1	50.00
113	Umred	0	27	27	27	9:14:10	0	0	27	0.00
114	Uran-Islampur	0	14	14	14	22:16:04	0	8	6	57.14
115	Vaijapur	0	7	7	7	14:55:43	0	2	5	28.57
116	Vasai	0	139	139	139	12:11:49	0	5	134	3.60
117	Virar	0	773	773	773	15:22:24	0	201	572	26.00
118	Vita	0	5	5	5	17:42:00	0	1	4	20.00
119	Wadgaon	0	13	13	13	22:41:32	0	1	12	7.69
120	Wai	0	15	15	15	13:18:00	0	0	15	0.00
121	Wani	0	19	19	19	22:18:09	0	3	16	15.79
122	Wardha	0	27	27	27	15:03:03	0	2	25	7.41
123	Warora	0	14	14	14	13:03:45	0	0	14	0.00
124	Warud	0	9	9	9	13:50:00	0	3	6	33.33
125	Washim	0	22	22	22	15:04:05	0	17	5	77.27
126	Yavatmal	0	83	83	83	16:40:56	0	8	75	9.64
127	Yawal	0	6	6	6	9:30:00	0	6	0	100.00
128	Yeola	0	6	6	6	15:32:30	0	4	2	66.67

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			68061	68061	68061		0	47488	20573	