

**Consumer Complaints redressal report**

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

Date : 27/09/2017

Name of Discom: MSEDCL

Report Month: Sep'17

Period: 1 Month (1st Aug'17 to 31st Aug'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	25	25	25	10:26:24	0	14	11	56.00
2	Ahmadpur	0	13	13	13	14:15:00	0	2	11	15.38
3	Ahmednagar	0	180	180	180	20:38:17	0	81	99	45.00
4	Akkalkot	0	0	0	0	0:00:00	0	0	0	0.00
5	Akola	0	4025	4025	4025	13:13:32	0	2895	1130	71.93
6	Akot	0	61	61	61	13:56:33	0	29	32	47.54
7	Amalner	0	15	15	15	11:37:30	0	7	8	46.67
8	Ambejogai	0	451	451	451	16:19:42	0	130	321	28.82
9	Amravati	0	915	915	915	9:43:31	0	574	341	62.73
10	Anjangaon	0	6	6	6	8:26:15	0	5	1	83.33
11	Arvi	0	5	5	5	15:10:30	0	2	3	40.00
12	Ashta (MSEDCL)	0	10	10	10	17:09:45	0	1	9	10.00
13	Ausa	0	3	3	3	14:45:00	0	1	2	33.33
14	Balapur	0	4	4	4	17:43:07	0	1	3	25.00
15	Ballarpur	0	18	18	18	18:25:00	0	7	11	38.89
16	Baramati	0	31	31	31	17:18:23	0	10	21	32.26
17	Barshi	0	21	21	21	1:00:21	0	3	18	14.29
18	Basmath	0	6	6	6	14:22:30	0	3	3	50.00
19	Beed	0	249	249	249	16:34:11	0	97	152	38.96
20	Bhadrawati	0	9	9	9	6:16:40	0	4	5	44.44
21	Bhandara	0	43	43	43	16:29:29	0	23	20	53.49
22	Bhusawal	0	48	48	48	10:49:41	0	33	15	68.75
23	Brahmapuri	0	12	12	12	19:37:30	0	2	10	16.67
24	Buldhana	0	55	55	55	15:58:22	0	10	45	18.18
25	Chalisgaon	0	8	8	8	8:21:34	0	4	4	50.00
26	Chandrapur	0	1147	1147	1147	15:28:19	0	506	641	44.12
27	Chikhli	0	15	15	15	15:31:00	0	0	15	0.00
28	Chiplun	0	15	15	15	21:05:30	0	8	7	53.33
29	Chopda	0	9	9	9	5:17:30	0	8	1	88.89
30	Dahanu	0	643	643	643	14:35:26	0	223	420	34.68

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31	Daryapur	0	10	10	10	9:45:45	0	9	1	90.00
32	Daund	0	0	0	0	0:00:00	0	0	0	0.00
33	Deglur	0	9	9	9	9:26:40	0	9	0	100.00
34	Deolali	0	227	227	227	16:40:40	0	132	95	58.15
35	Dharangaon	0	8	8	8	13:59:04	0	5	3	62.50
36	Dhule	0	80	80	80	16:39:22	0	31	49	38.75
37	Digras	0	2	2	2	1:48:45	0	1	1	50.00
38	Dondaicha	0	3	3	3	21:17:30	0	1	2	33.33
39	Erandol	0	0	0	0	0:00:00	0	0	0	0.00
40	Gadchiroli	0	15	15	15	14:18:00	0	7	8	46.67
41	Gangakhed	0	3	3	3	17:12:30	0	2	1	66.66
42	Gondia	0	91	91	91	14:16:59	0	48	43	52.75
43	Greater Mumbai	0	13119	13119	13119	14:02:12	0	9743	3376	74.27
44	Hinganghat	0	6	6	6	15:38:45	0	3	3	50.00
45	Hingoli	0	12	12	12	19:35:37	0	1	11	8.33
46	Ichalkaranji	0	863	863	863	6:33:26	0	646	217	74.86
47	Igatpuri	0	17	17	17	19:18:32	0	14	3	82.35
48	Jaisingpur	0	27	27	27	7:38:37	0	19	8	70.37
49	Jalna	0	65	65	65	19:52:37	0	18	47	27.69
50	Jintur	0	17	17	17	11:00:26	0	12	5	70.59
51	Kamptee	0	16	16	16	15:38:54	0	9	7	56.25
52	Kannad	0	6	6	6	13:51:15	0	0	6	0.00
53	Karad	0	7	7	7	14:32:09	0	1	6	14.29
54	Karanja	0	122	122	122	16:05:36	0	80	42	65.57
55	Katol	0	13	13	13	14:54:14	0	6	7	46.15
56	Khamgaon	0	16	16	16	13:24:23	0	0	16	0.00
57	Khopoli	0	16	16	16	22:05:37	0	1	15	6.25
58	Kolhapur	0	4702	4702	4702	7:05:46	0	3353	1349	71.31
59	Kopargaon	0	3	3	3	4:00:00	0	2	1	66.66
60	Latur	0	1110	1110	1110	15:45:42	0	616	494	55.50

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61	Lonavala	0	72	72	72	11:09:47	0	71	1	98.61
62	Majalgaon	0	14	14	14	4:48:13	0	5	9	35.71
63	Malegaon	0	35	35	35	16:21:00	0	11	24	31.43
64	Malkapur	0	3	3	3	18:30:00	0	0	3	0.00
65	Manmad	0	28	28	28	14:35:37	0	6	22	21.43
66	Mehkar	0	4	4	4	22:22:30	0	1	3	25.00
67	Morshi	0	6	6	6	10:02:30	0	4	2	66.67
68	Murtijapur	0	18	18	18	10:04:10	0	17	1	94.44
69	Nagpur	0	2619	2619	2619	8:55:40	0	1770	849	67.58
70	Nalasopara	0	1323	1323	1323	15:56:30	0	131	1192	9.90
71	Nanded	0	457	457	457	11:31:19	0	270	187	59.08
72	Nandura	0	5	5	5	21:13:30	0	1	4	20.00
73	Nandurbar	0	221	221	221	16:23:41	0	92	129	41.63
74	Nashik	0	1754	1754	1754	16:26:23	0	886	868	50.51
75	Navi Mumbai	0	2650	2650	2650	15:52:18	0	2417	233	91.21
76	Nilanga	0	5	5	5	5:46:30	0	3	2	60.00
77	Osmanabad	0	160	160	160	18:50:04	0	17	143	10.62
78	Ozar	0	12	12	12	17:49:22	0	9	3	75.00
79	Pachora	0	11	11	11	12:17:44	0	9	2	81.82
80	Paithan	0	27	27	27	9:23:53	0	3	24	11.11
81	Palghar	0	693	693	693	21:33:04	0	57	636	8.23
82	Pandharpur	0	12	12	12	15:14:22	0	0	12	0.00
83	Panvel	0	1344	1344	1344	16:23:56	0	1269	75	94.42
84	Parbhani	0	73	73	73	12:51:28	0	17	56	23.29
85	Parli	0	40	40	40	10:27:11	0	17	23	42.50
86	Parola	0	2	2	2	20:18:45	0	1	1	50.00
87	Pathri	0	2	2	2	16:37:30	0	0	2	0.00
88	Pen	0	23	23	23	12:17:17	0	0	23	0.00
89	Phaltan	0	8	8	8	10:27:11	0	5	3	62.50
90	Pulgaon	0	6	6	6	15:11:15	0	0	6	0.00

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91	Pune City	0	23046	23046	23046	14:24:58	0	19564	3482	84.89
92	Purna	0	4	4	4	16:37:30	0	0	4	0.00
93	Pusad	0	2	2	2	2:56:15	0	0	2	0.00
94	Ratnagiri	0	58	58	58	17:32:35	0	32	26	55.17
95	Sailu	0	34	34	34	10:59:20	0	5	29	14.71
96	Sangamner	0	25	25	25	15:08:42	0	6	19	24.00
97	Sangli	0	192	192	192	13:45:52	0	74	118	38.54
98	Satana	0	7	7	7	14:35:21	0	1	6	14.29
99	Satara	0	17	17	17	15:33:58	0	1	16	5.88
100	Shahada	0	21	21	21	11:05:00	0	0	21	0.00
101	Shegaon	0	8	8	8	23:24:22	0	1	7	12.50
102	Shirpur	0	10	10	10	13:02:15	0	1	9	10.00
103	Sillod	0	5	5	5	9:58:30	0	0	5	0.00
104	Sinnar	0	26	26	26	19:55:06	0	15	11	57.69
105	Solapur	0	97	97	97	19:58:09	0	26	71	26.80
106	Talegaon	0	46	46	46	17:08:58	0	42	4	91.30
107	Tasgaon	0	3	3	3	19:05:00	0	1	2	33.33
108	Tuljapur	0	22	22	22	18:08:11	0	0	22	0.00
109	Tumsar	0	12	12	12	23:33:07	0	0	12	0.00
110	Udgir	0	69	69	69	14:07:56	0	31	38	44.93
111	Umarga	0	27	27	27	17:35:17	0	7	20	25.93
112	Umarkhed	0	5	5	5	16:34:30	0	3	2	60.00
113	Umred	0	32	32	32	14:51:48	0	19	13	59.37
114	Uran-Islampur	0	16	16	16	15:24:23	0	3	13	18.75
115	Vaijapur	0	5	5	5	17:42:00	0	1	4	20.00
116	Vasai	0	57	57	57	4:17:38	0	4	53	7.02
117	Virar	0	451	451	451	23:28:06	0	104	347	23.06
118	Vita	0	7	7	7	11:39:39	0	6	1	85.71
119	Wadgaon	0	18	18	18	0:02:30	0	16	2	88.89
120	Wai	0	0	0	0	0:00:00	0	0	0	0.00

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121	Wani	0	4	4	4	12:01:53	0	3	1	75.00
122	Wardha	0	53	53	53	21:35:40	0	38	15	71.70
123	Warora	0	8	8	8	14:32:49	0	0	8	0.00
124	Warud	0	6	6	6	15:52:30	0	4	2	66.67
125	Washim	0	11	11	11	17:46:22	0	7	4	63.64
126	Yavatmal	0	112	112	112	18:10:15	0	94	18	83.93
127	Yawal	0	2	2	2	8:48:45	0	1	1	50.00
128	Yeola	0	4	4	4	8:18:45	0	1	3	25.00