

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

date:18/12/2015

Name of Discom: MSEDCL

Report Month: Dec'15

Period: 1 Month (1st Nov'15 to 30th Nov'15)

| 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 | 47 | 13 | 60 | 23 | 2:56 | 37 | 13 | 10 | 57 |
| 2 | Ahmadpur | 75 | 9 | 84 | 5 | 9:13 | 79 | 1 | 4 | 20 |
| 3 | Ahmednagar | 245 | 291 | 536 | 241 | 8:21 | 295 | 79 | 162 | 33 |
| 4 | Akkalkot | 26 | 2 | 28 | 2 | 23:29 | 26 | 0 | 2 | 0 |
| 5 | Akola | 3372 | 2867 | 6239 | 3184 | 15:36 | 3055 | 598 | 2586 | 19 |
| 6 | Akot | 67 | 29 | 96 | 27 | 11:20 | 69 | 9 | 18 | 33 |
| 7 | Amalner | 89 | 8 | 97 | 12 | 23:29 | 85 | 4 | 8 | 33 |
| 8 | Ambejogai | 358 | 716 | 1074 | 698 | 12:54 | 376 | 61 | 637 | 9 |
| 9 | Amravati | 1927 | 795 | 2722 | 793 | 7:55 | 1929 | 551 | 242 | 69 |
| 10 | Anjangaon | 42 | 3 | 45 | 3 | 6:40 | 42 | 2 | 1 | 67 |
| 11 | Arvi | 14 | 0 | 14 | 10 | 23:29 | 4 | 4 | 6 | 40 |
| 12 | Ashta | 10 | 3 | 13 | 1 | 23:29 | 12 | 0 | 1 | 0 |
| 13 | Ausa | 21 | 16 | 37 | 17 | 3:53 | 20 | 2 | 15 | 12 |
| 14 | Balapur | 20 | 3 | 23 | 1 | 5:21 | 22 | 1 | 0 | 100 |
| 15 | Ballarpur | 28 | 14 | 42 | 14 | 9:23 | 28 | 4 | 10 | 29 |
| 16 | Baramati | 209 | 45 | 254 | 9 | 23:29 | 245 | 0 | 9 | 0 |
| 17 | Barshi | 47 | 17 | 64 | 8 | 23:29 | 56 | 0 | 8 | 0 |
| 18 | Basmath | 23 | 4 | 27 | 0 | 23:29 | 27 | 0 | 0 | 0 |
| 19 | Beed | 306 | 293 | 599 | 298 | 13:42 | 301 | 70 | 228 | 23 |
| 20 | Bhadrawati | 19 | 8 | 27 | 18 | 6:49 | 9 | 7 | 11 | 39 |
| 21 | Bhandara | 165 | 55 | 220 | 121 | 3:59 | 99 | 21 | 100 | 17 |
| 22 | Bhusawal | 389 | 80 | 469 | 68 | 5:28 | 401 | 3 | 65 | 4 |
| 23 | Brahmapuri | 44 | 16 | 60 | 30 | 23:29 | 30 | 21 | 9 | 70 |
| 24 | Buldhana | 192 | 31 | 223 | 122 | 0:09 | 101 | 7 | 115 | 6 |
| 25 | Chalisgaon | 61 | 16 | 77 | 2 | 23:29 | 75 | 1 | 1 | 50 |
| 26 | Chandrapur | 2547 | 1267 | 3814 | 1550 | 7:07 | 2264 | 548 | 1002 | 35 |
| 27 | Chikhli | 64 | 8 | 72 | 31 | 1:35 | 41 | 1 | 30 | 3 |
| 28 | Chiplun | 14 | 16 | 30 | 15 | 13:46 | 15 | 12 | 3 | 80 |
| 29 | Chopda | 58 | 4 | 62 | 5 | 23:29 | 57 | 2 | 3 | 40 |
| 30 | Dahanu | 326 | 264 | 590 | 416 | 14:09 | 174 | 91 | 325 | 22 |
| 31 | Daryapur | 44 | 9 | 53 | 9 | 5:04 | 44 | 4 | 5 | 44 |
| 32 | Daund | 93 | 34 | 127 | 2 | 23:29 | 125 | 0 | 2 | 0 |
| 33 | Deglur | 26 | 5 | 31 | 6 | 9:52 | 25 | 4 | 2 | 67 |
| 34 | Deolali | 59 | 242 | 301 | 266 | 15:39 | 35 | 69 | 197 | 26 |
| 35 | Dharangaon | 36 | 3 | 39 | 0 | 23:29 | 39 | 0 | 0 | 0 |
| 36 | Dhule | 1596 | 120 | 1716 | 73 | 9:10 | 1643 | 20 | 53 | 27 |
| 37 | Digras | 23 | 4 | 27 | 0 | 23:29 | 27 | 0 | 0 | 0 |
| 38 | Dondaicha | 28 | 3 | 31 | 2 | 23:29 | 29 | 0 | 2 | 0 |
| 39 | Erandol | 10 | 4 | 14 | 1 | 1:26 | 13 | 1 | 0 | 100 |
| 40 | Gadchiroli | 9 | 4 | 13 | 4 | 12:59 | 9 | 1 | 3 | 25 |

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|------|----------------|---|---|--------------------------|-------------------|---|-----------------------------|--|--|--|
| 41 | Gangakhed | 20 | 5 | 25 | 9 | 21:33 | 16 | 2 | 7 | 22 |
| 42 | Gondia | 149 | 51 | 200 | 104 | 12:30 | 96 | 55 | 49 | 53 |
| 43 | Greater Mumbai | 26674 | 13011 | 39685 | 13018 | 7:40 | 26667 | 8467 | 4551 | 65 |
| 44 | Hinganghat | 18 | 8 | 26 | 4 | 23:29 | 22 | 0 | 4 | 0 |
| 45 | Hingoli | 76 | 10 | 86 | 5 | 20:37 | 81 | 4 | 1 | 80 |
| 46 | Ichalkaranji | 226 | 866 | 1092 | 849 | 5:25 | 243 | 757 | 92 | 89 |
| 47 | Igatpuri | 0 | 7 | 7 | 3 | 6:44 | 4 | 2 | 1 | 67 |
| 48 | Jaisingpur | 75 | 126 | 201 | 130 | 5:15 | 71 | 117 | 13 | 90 |
| 49 | Jalna | 301 | 101 | 402 | 169 | 5:24 | 233 | 55 | 114 | 33 |
| 50 | Jintur | 8 | 7 | 15 | 7 | 15:15 | 8 | 2 | 5 | 29 |
| 51 | Kamptee | 45 | 13 | 58 | 8 | 12:27 | 50 | 1 | 7 | 12 |
| 52 | Kannad | 64 | 7 | 71 | 1 | 23:29 | 70 | 0 | 1 | 0 |
| 53 | Karad | 16 | 4 | 20 | 4 | 17:09 | 16 | 0 | 4 | 0 |
| 54 | Karanja | 59 | 36 | 95 | 42 | 9:51 | 53 | 11 | 31 | 26 |
| 55 | Katol | 13 | 4 | 17 | 4 | 11:54 | 13 | 2 | 2 | 50 |
| 56 | Khamgaon | 172 | 36 | 208 | 125 | 0:21 | 83 | 12 | 113 | 10 |
| 57 | Khopoli | 70 | 25 | 95 | 12 | 0:19 | 83 | 6 | 6 | 50 |
| 58 | Kolhapur | 839 | 3769 | 4608 | 3789 | 4:51 | 819 | 3510 | 279 | 93 |
| 59 | Kopargaon | 19 | 6 | 25 | 5 | 23:29 | 20 | 0 | 5 | 0 |
| 60 | Latur | 1053 | 1334 | 2387 | 1154 | 11:53 | 1233 | 427 | 727 | 37 |
| 61 | Lonavala | 67 | 50 | 117 | 20 | 14:30 | 97 | 3 | 17 | 15 |
| 62 | Majalgaon | 10 | 27 | 37 | 20 | 20:45 | 17 | 2 | 18 | 10 |
| 63 | Malegaon | 15 | 38 | 53 | 37 | 20:08 | 16 | 15 | 22 | 41 |
| 64 | Malkapur | 113 | 5 | 118 | 59 | 2:53 | 59 | 3 | 56 | 5 |
| 65 | Manmad | 8 | 32 | 40 | 21 | 14:30 | 19 | 9 | 12 | 43 |
| 66 | Mehkar | 33 | 0 | 33 | 5 | 23:29 | 28 | 2 | 3 | 40 |
| 67 | Morshi | 20 | 7 | 27 | 3 | 23:29 | 24 | 0 | 3 | 0 |
| 68 | Murtijapur | 19 | 10 | 29 | 9 | 8:39 | 20 | 3 | 6 | 33 |
| 69 | Nagpur | 1739 | 2016 | 3755 | 2327 | 4:17 | 1428 | 2030 | 297 | 87 |
| 70 | Nalasopara | 2342 | 1341 | 3683 | 1563 | 12:42 | 2120 | 704 | 859 | 45 |
| 71 | Nanded | 1038 | 423 | 1461 | 396 | 9:47 | 1065 | 190 | 206 | 48 |
| 72 | Nandura | 40 | 2 | 42 | 19 | 23:29 | 23 | 2 | 17 | 11 |
| 73 | Nandurbar | 872 | 176 | 1048 | 371 | 4:06 | 677 | 49 | 322 | 13 |
| 74 | Nashik | 743 | 1517 | 2260 | 1736 | 15:45 | 524 | 438 | 1298 | 25 |
| 75 | Navi Mumbai | 7564 | 4166 | 11730 | 3842 | 6:57 | 7888 | 2892 | 950 | 75 |
| 76 | Nilanga | 56 | 7 | 63 | 5 | 4:25 | 58 | 3 | 2 | 60 |
| 77 | Osmanabad | 204 | 222 | 426 | 187 | 10:42 | 239 | 29 | 158 | 16 |
| 78 | Ozar | 1 | 19 | 20 | 19 | 10:02 | 1 | 1 | 18 | 5 |
| 79 | Pachora | 62 | 11 | 73 | 2 | 23:29 | 71 | 1 | 1 | 50 |
| 80 | Paithan | 55 | 9 | 64 | 3 | 1:59 | 61 | 1 | 2 | 33 |

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| 81 | Palghar | 1370 | 601 | 1971 | 1439 | 4:42 | 532 | 39 | 1400 | 3 |
| 82 | Pandharpur | 19 | 8 | 27 | 11 | 2:27 | 16 | 1 | 10 | 9 |
| 83 | Panvel | 3636 | 1656 | 5292 | 1216 | 7:44 | 4076 | 931 | 285 | 77 |
| 84 | Parbhani | 143 | 45 | 188 | 74 | 7:15 | 114 | 28 | 46 | 38 |
| 85 | Parli | 85 | 16 | 101 | 11 | 12:32 | 90 | 2 | 9 | 18 |
| 86 | Parola | 18 | 3 | 21 | 7 | 23:29 | 14 | 5 | 2 | 71 |
| 87 | Pathri | 4 | 4 | 8 | 3 | 23:29 | 5 | 1 | 2 | 33 |
| 88 | Pen | 94 | 10 | 104 | 2 | 23:29 | 102 | 1 | 1 | 50 |
| 89 | Phaltan | 3 | 5 | 8 | 6 | 14:10 | 2 | 3 | 3 | 50 |
| 90 | Pulgaon | 2 | 1 | 3 | 1 | 23:29 | 2 | 1 | 0 | 100 |
| 91 | Pune City | 11108 | 23537 | 34645 | 20779 | 10:59 | 13866 | 12122 | 8657 | 58 |
| 92 | Purna | 17 | 8 | 25 | 5 | 13:23 | 20 | 1 | 4 | 20 |
| 93 | Pusad | 112 | 17 | 129 | 3 | 23:29 | 126 | 0 | 3 | 0 |
| 94 | Ratnagiri | 25 | 25 | 50 | 28 | 13:42 | 22 | 11 | 17 | 39 |
| 95 | Sailu | 61 | 17 | 78 | 21 | 21:43 | 57 | 6 | 15 | 29 |
| 96 | Sangamner | 37 | 9 | 46 | 7 | 23:29 | 39 | 2 | 5 | 29 |
| 97 | Sangli | 579 | 170 | 749 | 56 | 6:17 | 693 | 5 | 51 | 9 |
| 98 | Satana | 3 | 6 | 9 | 4 | 4:50 | 5 | 3 | 1 | 75 |
| 99 | Satara | 27 | 40 | 67 | 36 | 1:29 | 31 | 15 | 21 | 42 |
| 100 | Shahada | 91 | 13 | 104 | 18 | 23:29 | 86 | 1 | 17 | 6 |
| 101 | Shegaon | 82 | 13 | 95 | 47 | 23:29 | 48 | 1 | 46 | 2 |
| 102 | Shirpur | 30 | 9 | 39 | 12 | 23:29 | 27 | 4 | 8 | 33 |
| 103 | Sillod | 66 | 8 | 74 | 2 | 23:29 | 72 | 0 | 2 | 0 |
| 104 | Sinnar | 5 | 23 | 28 | 12 | 14:31 | 16 | 2 | 10 | 17 |
| 105 | Solapur | 284 | 159 | 443 | 124 | 4:41 | 319 | 8 | 116 | 6 |
| 106 | Talegaon | 78 | 81 | 159 | 30 | 23:27 | 129 | 4 | 26 | 13 |
| 107 | Tasgaon | 29 | 4 | 33 | 1 | 23:29 | 32 | 0 | 1 | 0 |
| 108 | Tuljapur | 82 | 74 | 156 | 65 | 19:00 | 91 | 12 | 53 | 18 |
| 109 | Tumsar | 13 | 5 | 18 | 13 | 15:54 | 5 | 4 | 9 | 31 |
| 110 | Udgir | 88 | 164 | 252 | 163 | 14:24 | 89 | 41 | 122 | 25 |
| 111 | Umarga | 60 | 56 | 116 | 50 | 15:36 | 66 | 16 | 34 | 32 |
| 112 | Umarkhed | 64 | 13 | 77 | 9 | 4:59 | 68 | 0 | 9 | 0 |
| 113 | Umred | 31 | 7 | 38 | 5 | 20:05 | 33 | 0 | 5 | 0 |
| 114 | Uran-Islampur | 37 | 2 | 39 | 0 | 23:29 | 39 | 0 | 0 | 0 |
| 115 | Vaijapur | 61 | 8 | 69 | 0 | 23:29 | 69 | 0 | 0 | 0 |
| 116 | Vasai | 191 | 77 | 268 | 97 | 5:35 | 171 | 48 | 49 | 49 |
| 117 | Virar | 1474 | 597 | 2071 | 743 | 13:08 | 1328 | 324 | 419 | 44 |
| 118 | Vita | 34 | 2 | 36 | 0 | 23:29 | 36 | 0 | 0 | 0 |
| 119 | Wadgaon | 95 | 17 | 112 | 37 | 0:16 | 75 | 15 | 22 | 41 |
| 120 | Wai | 29 | 6 | 35 | 3 | 21:34 | 32 | 1 | 2 | 33 |

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| 121 | Wani | 17 | 9 | 26 | 7 | 3:20 | 19 | 2 | 5 | 29 |
| 122 | Wardha | 33 | 23 | 56 | 32 | 2:32 | 24 | 15 | 17 | 47 |
| 123 | Warora | 12 | 6 | 18 | 11 | 9:40 | 7 | 5 | 6 | 45 |
| 124 | Warud | 6 | 4 | 10 | 3 | 17:47 | 7 | 0 | 3 | 0 |
| 125 | Washim | 94 | 15 | 109 | 28 | 7:13 | 81 | 17 | 11 | 61 |
| 126 | Yavatmal | 299 | 80 | 379 | 134 | 2:58 | 245 | 51 | 83 | 38 |
| 127 | Yawal | 10 | 1 | 11 | 1 | 23:29 | 10 | 1 | 0 | 100 |
| 128 | Yeola | 3 | 4 | 7 | 2 | 11:28 | 5 | 1 | 1 | 50 |