

## Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

Name of Discom: MSEDCL

Report Month: Nov'15

Period: 1 Month (1st Oct'15 to 31st Oct'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	46	18	64	17	3:49	47	8	9	47
2	Ahmadpur	62	17	79	4	8:57	75	3	1	75
3	Ahmednagar	316	414	730	485	5:25	245	243	242	50
4	Akkalkot	20	8	28	2	23:29	26	0	2	0
5	Akola	4166	4752	8918	5546	12:37	3372	711	4835	13
6	Akot	77	36	113	46	8:48	67	5	41	11
7	Amalner	86	10	96	7	23:29	89	1	6	14
8	Ambejogai	366	1134	1500	1143	15:16	357	53	1090	5
9	Amravati	1796	1203	2999	1072	12:57	1927	858	214	80
10	Anjangaon	36	6	42	0	23:29	42	0	0	0
11	Arvi	15	3	18	4	23:29	14	1	3	25
12	Ashta	7	5	12	2	23:29	10	1	1	50
13	Ausa	15	15	30	9	14:24	21	3	6	33
14	Balapur	16	4	20	0	23:29	20	0	0	0
15	Ballarpur	32	15	47	19	9:43	28	3	16	16
16	Baramati	187	29	216	7	8:53	209	0	7	0
17	Barshi	38	15	53	6	23:29	47	0	6	0
18	Basmath	24	1	25	2	23:29	23	1	1	50
19	Beed	404	522	926	620	15:58	306	117	503	19
20	Bhadrawati	24	4	28	11	4:25	17	2	9	18
21	Bhandara	165	58	223	58	4:00	165	15	43	26
22	Bhusawal	620	86	706	317	2:08	389	5	312	2
23	Brahmapuri	50	13	63	19	5:31	44	11	8	58
24	Buldhana	236	31	267	75	0:01	192	3	72	4
25	Chalisgaon	65	10	75	14	2:30	61	3	11	21
26	Chandrapur	2562	1796	4358	1831	10:33	2527	381	1450	21
27	Chikhli	66	7	73	9	0:14	64	4	5	44
28	Chiplun	16	12	28	14	3:48	14	7	7	50
29	Chopda	71	21	92	34	1:38	58	4	30	12
30	Dahanu	334	506	840	518	13:14	322	129	389	25

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31	Daryapur	38	15	53	9	6:10	44	7	2	78
32	Daund	85	12	97	4	14:53	93	0	4	0
33	Deglur	21	18	39	13	12:10	26	11	2	85
34	Deolali	46	363	409	348	13:06	61	129	219	37
35	Dharangaon	40	4	44	8	23:29	36	0	8	0
36	Dhule	1456	227	1683	87	7:36	1596	27	60	31
37	Digras	21	6	27	4	23:29	23	0	4	0
38	Dondaicha	23	12	35	7	23:29	28	1	6	14
39	Erandol	9	5	14	4	23:29	10	0	4	0
40	Gadchiroli	9	18	27	18	7:06	9	5	13	28
41	Gangakhed	18	11	29	9	14:42	20	4	5	44
42	Gondia	144	96	240	92	7:15	148	21	71	23
43	Greater Mumbai	24478	17695	42173	16253	8:42	25920	11842	4411	73
44	Hinganghat	28	12	40	22	4:11	18	11	11	50
45	Hingoli	72	16	88	12	2:36	76	6	6	50
46	Ichalkaranji	414	1313	1727	1501	5:44	226	1374	127	92
47	Igatpuri	4	12	16	16	4:52	0	6	10	38
48	Jaisingpur	123	151	274	199	4:39	75	174	25	87
49	Jalna	313	165	478	177	7:46	301	32	145	18
50	Jintur	11	4	15	7	1:59	8	6	1	86
51	Kamptee	43	18	61	16	23:29	45	0	16	0
52	Kannad	59	9	68	4	23:29	64	0	4	0
53	Karad	13	9	22	6	4:04	16	2	4	33
54	Karanja	68	92	160	101	7:52	59	16	85	16
55	Katol	15	4	19	6	0:03	13	2	4	33
56	Khamgaon	171	21	192	20	23:29	172	3	17	15
57	Khopoli	58	15	73	3	23:29	70	0	3	0
58	Kolhapur	1090	5044	6134	5295	4:08	839	4969	326	94
59	Kopargaon	8	12	20	1	23:29	19	0	1	0
60	Latur	838	1807	2645	1592	14:19	1053	842	750	53

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61	Lonavala	36	61	97	31	11:28	66	4	27	13
62	Majalgaon	10	35	45	35	2:56	10	5	30	14
63	Malegaon	21	46	67	52	4:20	15	25	27	48
64	Malkapur	120	17	137	24	1:00	113	2	22	8
65	Manmad	9	30	39	31	7:08	8	14	17	45
66	Mehkar	30	6	36	3	23:29	33	2	1	67
67	Morshi	23	4	27	7	2:33	20	5	2	71
68	Murtijapur	20	9	29	10	2:58	19	0	10	0
69	Nagpur	1678	2554	4232	2494	4:13	1738	2266	228	91
70	Nalasopara	2464	2260	4724	2484	16:03	2240	744	1740	30
71	Nanded	953	499	1452	412	14:39	1040	208	204	50
72	Nandura	40	6	46	6	1:40	40	2	4	33
73	Nandurbar	862	293	1155	284	15:54	871	66	218	23
74	Nashik	493	2544	3037	2294	10:00	743	812	1482	35
75	Navi Mumbai	6477	5840	12317	4786	7:20	7531	4180	606	87
76	Nilanga	49	28	77	21	18:20	56	8	13	38
77	Osmanabad	282	252	534	330	14:33	204	64	266	19
78	Ozar	5	4	9	8	1:31	1	4	4	50
79	Pachora	62	5	67	5	23:29	62	2	3	40
80	Paithan	52	8	60	5	23:29	55	1	4	20
81	Palghar	1190	1152	2342	971	4:53	1371	100	871	10
82	Pandharpur	14	13	27	8	6:51	19	4	4	50
83	Panvel	3346	2436	5782	2146	7:18	3636	1823	323	85
84	Parbhani	129	104	233	90	17:09	143	42	48	47
85	Parli	77	18	95	12	8:23	83	4	8	33
86	Parola	14	4	18	0	23:29	18	0	0	0
87	Pathri	6	0	6	2	23:29	4	2	0	100
88	Pen	89	10	99	5	23:29	94	0	5	0
89	Phaltan	6	4	10	7	7:48	3	3	4	43
90	Pulgaon	3	2	5	3	23:29	2	0	3	0

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91	Pune City	11608	29638	41246	30176	8:17	11070	22747	7429	75
92	Purna	13	7	20	4	3:14	16	4	0	100
93	Pusad	102	19	121	9	4:25	112	1	8	11
94	Ratnagiri	32	38	70	45	11:16	25	17	28	38
95	Sailu	43	23	66	8	6:32	58	3	5	38
96	Sangamner	27	18	45	8	0:06	37	1	7	12
97	Sangli	510	169	679	100	6:57	579	10	90	10
98	Satana	9	4	13	10	23:29	3	5	5	50
99	Satara	56	55	111	84	2:50	27	21	63	25
100	Shahada	87	18	105	14	1:46	91	6	8	43
101	Shegaon	76	16	92	10	0:19	82	2	8	20
102	Shirpur	28	9	37	7	6:49	30	3	4	43
103	Sillod	68	4	72	6	23:29	66	0	6	0
104	Sinnar	2	15	17	12	2:06	5	2	10	17
105	Solapur	237	208	445	161	5:45	284	35	126	22
106	Talegaon	89	84	173	95	6:27	78	25	70	26
107	Tasgaon	29	5	34	5	23:29	29	0	5	0
108	Tuljapur	120	138	258	176	13:05	82	15	161	9
109	Tumsar	17	6	23	10	15:47	13	5	5	50
110	Udgir	60	217	277	189	18:14	88	102	87	54
111	Umarga	71	60	131	71	20:24	60	8	63	11
112	Umardhed	58	13	71	7	23:29	64	0	7	0
113	Umred	27	6	33	2	23:29	31	0	2	0
114	Uran-Islampur	31	6	37	0	23:29	37	0	0	0
115	Vaijapur	55	10	65	4	23:29	61	1	3	25
116	Vasai	355	184	539	161	7:18	378	94	67	58
117	Virar	1302	1058	2360	967	12:38	1393	394	573	41
118	Vita	25	10	35	0	23:29	35	0	0	0
119	Wadgaon	108	34	142	47	2:20	95	5	42	11
120	Wai	26	8	34	5	14:11	29	2	3	40

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121	Wani	19	9	28	11	1:26	17	2	9	18
122	Wardha	38	31	69	36	6:48	33	15	21	42
123	Warora	21	6	27	15	14:18	12	6	9	40
124	Warud	6	3	9	3	12:42	6	1	2	33
125	Washim	98	29	127	33	2:04	94	10	23	30
126	Yavatmal	274	224	498	199	11:22	299	18	181	9
127	Yawal	13	3	16	6	23:29	10	4	2	67
128	Yeola	1	7	8	5	4:19	3	2	3	40