

Consumer Complaints redressal report

Format: D3

Name of State: MAHARASHTRA

Name of Discom: MSEDCL

Report Month: Oct'15

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

S. No.	Name of Town	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	40	17	57	11	3:01	46	7	4	63.64
2	Ahmadpur	55	19	74	12	7:47	62	2	10	16.67
3	Ahmednagar	185	547	732	416	6:56	316	83	333	19.95
4	Akkalkot	19	6	25	5	23:29	20	0	5	0.00
5	Akola	3278	6691	9969	5803	10:06	4166	1142	4661	19.68
6	Akot	58	56	114	37	11:12	77	10	27	27.03
7	Amalner	76	11	87	1	23:29	86	0	1	0.00
8	Ambejogai	377	1242	1619	1253	16:43	366	254	999	20.27
9	Amravati	1356	1604	2960	1164	10:06	1796	594	570	51.03
10	Anjangaon	26	12	38	2	0:34	36	1	1	50.00
11	Arvi	13	7	20	5	32:20	15	2	3	40.00
12	Aшта	3	5	8	1	23:29	7	0	1	0.00
13	Ausa	11	19	30	15	16:54	15	4	11	26.67
14	Balapur	9	9	18	2	23:29	16	0	2	0.00
15	Ballarpur	22	75	97	65	5:18	32	11	54	16.92
16	Baramati	170	52	222	35	26:10	187	5	30	14.29
17	Barshi	25	22	47	9	23:29	38	0	9	0.00
18	Basmath	27	6	33	9	23:29	24	2	7	22.22
19	Beed	333	610	943	546	15:24	397	105	441	19.23
20	Bhadrawati	11	16	27	3	8:12	24	1	2	33.33
21	Bhandara	172	85	257	92	4:23	165	13	79	14.13
22	Bhusawal	491	151	642	22	7:54	620	4	18	18.18
23	Brahmapuri	53	17	70	20	14:33	50	8	12	40.00
24	Buldhana	211	61	272	36	23:29	236	8	28	22.22
25	Chalisgaon	56	12	68	3	7:20	65	0	3	0.00
26	Chandrapur	1760	3791	5551	3078	5:31	2473	102	2976	3.31
27	Chikhli	59	9	68	2	12:23	66	1	1	50.00
28	Chiplun	15	8	23	7	2:50	16	1	6	14.29
29	Chopda	58	16	74	3	23:29	71	0	3	0.00
30	Dahanu	150	616	766	432	10:38	334	157	275	36.34
31	Daryapur	28	18	46	8	6:09	38	3	5	37.50
32	Daund	82	20	102	17	4:56	85	4	13	23.53
33	Deglur	10	28	38	17	5:30	21	1	16	5.88
34	Deolali	34	404	438	392	16:52	46	102	290	26.02
35	Dharangaon	37	4	41	1	23:29	40	0	1	0.00
36	Dhule	1335	237	1572	116	9:48	1456	24	92	20.69
37	Digras	19	8	27	6	23:29	21	0	6	0.00
38	Dondaicha	24	7	31	8	23:29	23	1	7	12.50
39	Erandol	9	1	10	1	23:29	9	0	1	0.00
40	Gadchiroli	9	14	23	14	6:05	9	5	9	35.71
41	Gangakhed	17	14	31	13	18:39	18	1	12	7.69
42	Gondia	123	189	312	168	7:15	144	43	125	25.60
43	Greater Mumbai	22052	15471	37523	13073	6:27	24450	9809	3264	75.03
44	Hinganghat	26	16	42	14	11:21	28	1	13	7.14
45	Hingoli	67	20	87	15	1:15	72	8	7	53.33
46	Ichalkaranji	398	1226	1624	1210	4:57	414	1155	55	95.45
47	Igatpuri	3	14	17	13	5:56	4	0	13	0.00
48	Jaisingpur	145	178	323	200	4:56	123	184	16	92.00
49	Jalna	243	296	539	226	12:26	313	38	188	16.81
50	Jintur	9	10	19	8	6:38	11	1	7	12.50
51	Kamptee	35	26	61	18	2:49	43	0	18	0.00
52	Kannad	55	9	64	5	1:52	59	1	4	20.00
53	Karad	10	4	14	1	5:10	13	1	0	99.99
54	Karanja	44	110	154	86	9:24	68	18	68	20.93
55	Katol	6	17	23	8	6:02	15	0	8	0.00
56	Khamgaon	140	34	174	3	23:29	171	1	2	33.33
57	Khopoli	67	8	75	17	23:29	58	2	15	11.76
58	Kolhapur	1352	4561	5913	4823	4:04	1090	4666	157	96.74

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59	Kopergaon	2	10	12	4	14:47	8	0	4	0.00
60	Latur	793	1986	2779	1941	13:05	838	835	1106	43.02
61	Lonavala	28	51	79	43	8:26	36	16	27	37.21
62	Majalgaon	16	63	79	69	17:10	10	39	30	56.52
63	Malegaon	13	63	76	55	10:18	21	16	39	29.09
64	Malkapur	93	30	123	3	23:29	120	3	0	100.00
65	Manmad	6	22	28	19	7:56	9	10	9	52.63
66	Mehkar	27	4	31	1	23:29	30	1	0	99.99
67	Morshi	15	10	25	2	3:17	23	2	0	100.00
68	Murtijapur	16	18	34	14	19:44	20	3	11	21.43
69	Nagpur	1105	3839	4944	3268	4:29	1676	3104	164	94.98
70	Nalasopara	2056	1808	3864	1400	12:43	2464	445	955	31.79
71	Nanded	762	820	1582	629	11:40	953	334	295	53.10
72	Nandura	36	7	43	3	1:36	40	2	1	66.66
73	Nandurbar	674	528	1202	340	4:15	862	44	296	12.94
74	Nashik	277	2290	2567	2074	15:16	493	573	1501	27.63
75	Navi Mumbai	5715	4468	10183	3706	7:22	6477	3159	547	85.24
76	Nilanga	44	50	94	45	12:20	49	9	36	20.00
77	Osmanabad	231	383	614	332	11:51	282	78	254	23.49
78	Ozar	0	6	6	1	23:29	5	0	1	0.00
79	Pachora	49	13	62	0	23:29	62	0	0	0.00
80	Paithan	47	10	57	5	15:13	52	1	4	20.00
81	Palghar	495	1422	1917	727	5:11	1190	44	683	6.05
82	Pandharpur	7	20	27	13	4:47	14	4	9	30.77
83	Panvel	2992	1921	4913	1567	6:49	3346	1246	321	79.51
84	Parbhani	106	119	225	96	10:58	129	25	71	26.04
85	Parli	71	32	103	26	14:20	77	3	23	11.54
86	Parola	14	4	18	4	5:24	14	1	3	25.00
87	Pathri	5	3	8	2	10:44	6	1	1	50.00
88	Pen	72	24	96	7	3:01	89	2	5	28.57
89	Phaltan	3	6	9	3	30:43	6	2	1	66.66
90	Pulgaon	4	3	7	4	12:37	3	1	3	25.00
91	Pune City	9981	27963	37944	26719	9:46	11225	18623	8096	69.70
92	Purna	13	2	15	2	23:29	13	2	0	100.00
93	Pusad	74	30	104	2	23:29	102	0	2	0.00
94	Ratnagiri	26	33	59	27	13:02	32	9	18	33.33
95	Sailu	38	12	50	10	23:29	40	6	4	60.00
96	Sangamner	18	17	35	8	11:24	27	0	8	0.00
97	Sangli	355	180	535	25	16:19	510	3	22	12.00
98	Satana	1	10	11	2	23:29	9	0	2	0.00
99	Satara	28	52	80	25	9:01	55	5	20	20.00
100	Shahada	70	23	93	6	23:29	87	0	6	0.00
101	Shegaon	65	11	76	0	23:29	76	0	0	0.00
102	Shirpur	20	20	40	12	3:41	28	4	8	33.33
103	Sillod	54	15	69	2	23:29	67	0	2	0.00
104	Sinnar	2	13	15	13	22:48	2	4	9	30.77
105	Solapur	187	199	386	149	12:34	237	40	109	26.85
106	Talegaon	45	90	135	51	11:07	84	13	38	25.49
107	Tasgaon	20	10	30	1	23:29	29	0	1	0.00
108	Tuljapur	86	162	248	128	10:18	120	35	93	27.34
109	Tumsar	15	15	30	13	1:37	17	3	10	23.08
110	Udgir	69	289	358	298	11:51	60	128	170	42.95
111	Umarga	59	68	127	56	20:00	71	17	39	30.36
112	Umarkhed	46	41	87	29	1:23	58	18	11	62.07
113	Umred	21	10	31	4	43:30	27	0	4	0.00
114	Uran- Islampur	28	3	31	0	23:29	31	0	0	0.00
115	Vaijapur	42	14	56	1	23:29	55	0	1	0.00
116	Vasai	340	151	491	136	14:57	355	57	79	41.91

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117	Virar	1065	962	2027	756	11:37	1271	191	565	25.26
118	Vita	21	4	25	0	23:29	25	0	0	0.00
119	Wadgaon	72	91	163	55	3:26	108	3	52	5.45
120	Wai	27	7	34	8	14:12	26	4	4	50.00
121	Wani	14	10	24	5	23:29	19	0	5	0.00
122	Wardha	34	46	80	42	13:01	38	17	25	40.48
123	Warora	19	17	36	17	32:41	19	2	15	11.76
124	Warud	5	3	8	2	23:29	6	0	2	0.00
125	Washim	76	48	124	26	29:39	98	7	19	26.92
126	Yavatmal	222	308	530	256	3:31	274	16	240	6.25
127	Yawal	12	2	14	1	7:30	13	1	0	99.99
128	Yeola	5	16	21	20	7:21	1	6	14	30.00