

Consumer Complaints redressal report

Level of Monitoring: PFC/MoP

Format: D3

Name of State: MAHARASHTRA

Date : 29/01/2018

Name of Discom: MSEDCL

Report Month: Jan'18

Period: 1 Month (1st Dec'17 to 31st Dec'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	15	15	15	15:29:30	0	9	6	60.00
2	AHMADPUR	0	4	4	4	16:09:23	0	3	1	75.00
3	AHMEDNAGAR	0	92	92	92	17:04:39	0	22	70	23.91
4	AKKALKOT	0	0	0	0	0:00:00	0	0	0	0.00
5	AKOLA	0	1498	1498	1498	15:57:44	0	1378	120	91.99
6	AKOT	0	23	23	23	13:28:42	0	23	0	100.00
7	AMALNER	0	3	3	3	20:20:00	0	0	3	0.00
8	AMBEJOGAI	0	181	181	181	17:32:39	0	54	127	29.83
9	AMRAVATI	0	349	349	349	10:13:12	0	327	22	93.70
10	ANJANGAON	0	4	4	4	10:39:23	0	3	1	75.00
11	ARVI	0	0	0	0	0:00:00	0	0	0	0.00
12	ASHTA(MSEDCL)	0	9	9	9	13:40:50	0	2	7	22.22
13	AUSA	0	6	6	6	22:12:30	0	4	2	66.67
14	BALAPUR	0	2	2	2	14:48:45	0	1	1	50.00
15	BALLARPUR	0	4	4	4	19:22:30	0	2	2	50.00
16	BARAMATI	0	6	6	6	15:08:45	0	3	3	50.00
17	BARSHI	0	1	1	1	23:00:00	0	1	0	99.99
18	BASMATH	0	25	25	25	0:23:42	0	25	0	100.00
19	BEED	0	275	275	275	7:49:25	0	152	123	55.27
20	BHADRAWATI	0	2	2	2	16:37:30	0	0	2	0.00
21	BHANDARA	0	16	16	16	16:20:09	0	1	15	6.25
22	BHUSAWAL	0	17	17	17	12:24:16	0	6	11	35.29
23	BRAHMAPURI	0	4	4	4	16:37:30	0	0	4	0.00
24	BULDHANA	0	69	69	69	17:32:10	0	5	64	7.25
25	CHALISGAON	0	9	9	9	17:15:50	0	1	8	11.11
26	CHANDRAPUR	0	421	421	421	16:42:06	0	238	183	56.53
27	CHIKHLI	0	0	0	0	0:00:00	0	0	0	0.00
28	CHIPLUN	0	13	13	13	18:07:30	0	4	9	30.77
29	CHOPDA	0	1	1	1	1:52:30	0	0	1	0.00
30	DAHANU	0	257	257	257	19:15:30	0	57	200	22.18
31	DARYAPUR	0	2	2	2	11:18:45	0	1	1	50.00
32	DAUND	0	5	5	5	9:27:00	0	1	4	20.00
33	DEGLUR	0	2	2	2	19:30:00	0	2	0	100.00

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34	DEOLALI	0	146	146	146	20:57:17	0	122	24	83.56
35	DHARANGAON	0	2	2	2	8:18:45	0	0	2	0.00
36	DHULE	0	41	41	41	16:20:07	0	19	22	46.34
37	DIGRAS	0	0	0	0	0:00:00	0	0	0	0.00
38	DONDAICHA	0	4	4	4	14:43:07	0	1	3	25.00
39	ERANDOL	0	0	0	0	0:00:00	0	0	0	0.00
40	GADCHIROLI	0	3	3	3	17:45:00	0	1	2	33.33
41	GANGAKHED	0	9	9	9	12:55:50	0	0	9	0.00
42	GONDIA	0	31	31	31	9:10:53	0	30	1	96.77
43	GREATER MUMBAI	0	7266	7266	7266	8:44:15	0	6609	657	90.96
44	HINGANGHAT	0	9	9	9	0:12:30	0	6	3	66.67
45	HINGOLI	0	12	12	12	16:10:37	0	6	6	50.00
46	ICHALKARANJI	0	661	661	661	6:13:19	0	594	67	89.86
47	IGATPURI	0	6	6	6	18:30:00	0	6	0	100.00
48	JAISINGPUR	0	23	23	23	8:15:00	0	17	6	73.91
49	JALNA	0	14	14	14	5:26:15	0	0	14	0.00
50	JINTUR	0	3	3	3	11:05:00	0	0	3	0.00
51	KAMPTEE	0	1	1	1	19:15:00	0	1	0	99.99
52	KANNAD	0	8	8	8	13:08:26	0	1	7	12.50
53	KARAD	0	8	8	8	6:01:53	0	1	7	12.50
54	KARANJA	0	64	64	64	18:40:19	0	53	11	82.81
55	KATOL	0	2	2	2	0:30:00	0	2	0	100.00
56	KHAMGAON	0	0	0	0	0:00:00	0	0	0	0.00
57	KHOPOLI	0	6	6	6	22:10:00	0	0	6	0.00
58	KOLHAPUR	0	2456	2456	2456	6:01:38	0	2266	190	92.26
59	KOPARGAON	0	0	0	0	0:00:00	0	0	0	0.00
60	LATUR	0	371	371	371	15:00:46	0	162	209	43.67
61	LONAVALA	0	51	51	51	10:06:46	0	43	8	84.31
62	MAJALGAON	0	1	1	1	9:15:00	0	0	1	0.00
63	MALEGAON	0	31	31	31	18:23:43	0	12	19	38.71
64	MALKAPUR	0	1	1	1	6:00:00	0	1	0	99.99
65	MANMAD	0	22	22	22	12:38:52	0	6	16	27.27
66	MEHKAR	0	1	1	1	16:37:30	0	0	1	0.00

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67	MORSHI	0	4	4	4	11:24:23	0	3	1	75.00
68	MURTIJAPUR	0	3	3	3	13:00:00	0	3	0	100.00
69	NAGPUR	0	1203	1203	1203	22:31:17	0	968	235	80.47
70	NALASOPARA	0	403	403	403	15:17:47	0	222	181	55.09
71	NANDED	0	200	200	200	18:04:57	0	150	50	75.00
72	NANDURA	0	4	4	4	13:33:45	0	1	3	25.00
73	NANDURBAR	0	137	137	137	17:38:32	0	77	60	56.20
74	NASHIK	0	1122	1122	1122	19:56:22	0	958	164	85.38
75	NAVI MUMBAI	0	1778	1778	1778	12:12:49	0	1560	218	87.74
76	NILANGA	0	1	1	1	16:37:30	0	0	1	0.00
77	OSMANABAD	0	70	70	70	16:04:43	0	5	65	7.14
78	OZAR	0	4	4	4	19:39:22	0	3	1	75.00
79	PACHORA	0	0	0	0	0:00:00	0	0	0	0.00
80	PAITHAN	0	2	2	2	16:37:30	0	0	2	0.00
81	PALGHAR	0	500	500	500	16:53:19	0	37	463	7.40
82	PANDHARPUR	0	5	5	5	17:22:30	0	2	3	40.00
83	PANVEL	0	1502	1502	1502	11:26:53	0	1406	96	93.61
84	PARBHANI	0	40	40	40	19:07:53	0	10	30	25.00
85	PARLI	0	8	8	8	1:06:34	0	1	7	12.50
86	PAROLA	0	2	2	2	16:37:30	0	0	2	0.00
87	PATHRI	0	2	2	2	17:18:45	0	1	1	50.00
88	PEN	0	4	4	4	15:58:08	0	1	3	25.00
89	PHALTAN	0	8	8	8	16:37:30	0	0	8	0.00
90	PULGAON	0	1	1	1	16:37:30	0	0	1	0.00
91	PUNE CITY	0	18061	18061	18061	8:11:37	0	16723	1338	92.59
92	PURNA	0	7	7	7	15:38:34	0	2	5	28.57
93	PUSAD	0	2	2	2	20:03:45	0	1	1	50.00
94	RATNAGIRI	0	25	25	25	18:55:30	0	13	12	52.00
95	SAILU	0	10	10	10	15:12:00	0	1	9	10.00
96	SANGAMNER	0	9	9	9	20:57:30	0	3	6	33.33
97	SANGLI	0	93	93	93	18:30:24	0	49	44	52.69
98	SATANA	0	3	3	3	19:05:00	0	1	2	33.33
99	SATARA	0	44	44	44	11:55:14	0	10	34	22.73

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100	SHAHADA	0	18	18	18	14:28:45	0	5	13	27.78
101	SHEGAON	0	1	1	1	19:00:00	0	1	0	99.99
102	SHIRPUR	0	6	6	6	16:37:30	0	0	6	0.00
103	SILLOD	0	0	0	0	0:00:00	0	0	0	0.00
104	SINNAR	0	13	13	13	18:21:21	0	12	1	92.31
105	SOLAPUR	0	51	51	51	5:56:02	0	16	35	31.37
106	TALEGAON	0	51	51	51	6:19:34	0	51	0	100.00
107	TASGAON	0	1	1	1	23:00:00	0	1	0	99.99
108	TULJAPUR	0	11	11	11	18:15:41	0	1	10	9.09
109	TUMSAR	0	4	4	4	23:07:30	0	1	3	25.00
110	UDGIR	0	35	35	35	16:54:26	0	20	15	57.14
111	UMARGA	0	8	8	8	12:15:56	0	1	7	12.50
112	UMARKHED	0	0	0	0	0:00:00	0	0	0	0.00
113	UMRED	0	7	7	7	4:01:04	0	5	2	71.43
114	URAN-ISLAMPUR	0	8	8	8	15:53:26	0	2	6	25.00
115	VAIJAPUR	0	4	4	4	21:37:30	0	0	4	0.00
116	VASAI	0	1	1	1	9:15:00	0	0	1	0.00
117	VIRAR	0	22	22	22	23:38:52	0	8	14	36.36
118	VITA	0	16	16	16	15:27:11	0	6	10	37.50
119	WADGAON	0	5	5	5	2:37:30	0	2	3	40.00
120	WAI	0	2	2	2	9:15:00	0	0	2	0.00
121	WANI	0	1	1	1	4:37:30	0	1	0	99.99
122	WARDHA	0	11	11	11	23:56:35	0	6	5	54.54
123	WARORA	0	3	3	3	14:52:30	0	2	1	66.66
124	WARUD	0	2	2	2	16:30:00	0	2	0	100.00
125	WASHIM	0	27	27	27	3:38:53	0	23	4	85.18
126	YAVATMAL	0	8	8	8	0:03:45	0	3	5	37.50
127	YAWAL	0	2	2	2	16:37:30	0	0	2	0.00
128	YEOLA	0	2	2	2	14:48:45	0	1	1	50.00
			40145	40145	40145		0	34665	5480	