

**Consumer Complaints redressal report**  
**Level of Monitoring: PFC/MoP**  
**Format: D3**

Name of State: MAHARASHTRA  
 Name of Discom: MSEDCL  
 Report Month: March'18  
 Period: 1 Month (1st Feb'18 to 28th Feb18)

Date : 27/03/2018

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	21	21	21	16:01:47	0	20	1	95.24
2	AHMADPUR	0	4	4	4	20:33:45	0	2	2	50.00
3	AHMEDNAGAR	0	43	43	43	02:48:50	0	8	35	18.60
4	AKKALKOT	0	0	0	0	00:00:00	0	0	0	0.00
5	AKOLA	0	1608	1608	1608	14:32:47	0	1515	93	94.22
6	AKOT	0	34	34	34	15:46:59	0	33	1	97.06
7	AMALNER	0	3	3	3	16:37:30	0	0	3	0.00
8	AMBEJOGAI	0	193	193	193	21:47:46	0	60	133	31.09
9	AMRAVATI	0	489	489	489	11:49:32	0	269	220	55.01
10	ANJANGAON	0	2	2	2	04:00:00	0	2	0	100.00
11	ARVI	0	3	3	3	19:45:00	0	1	2	33.33
12	ASHTA(MSEDCL)	0	7	7	7	17:47:09	0	3	4	42.86
13	AUSA	0	3	3	3	16:37:30	0	0	3	0.00
14	BALAPUR	0	3	3	3	09:32:30	0	2	1	66.66
15	BALLARPUR	0	12	12	12	14:03:07	0	3	9	25.00
16	BARAMATI	0	9	9	9	19:59:10	0	6	3	66.67
17	BARSHI	0	9	9	9	16:37:30	0	0	9	0.00
18	BASMATH	0	24	24	24	15:24:41	0	10	14	41.67
19	BEED	0	117	117	117	06:57:30	0	36	81	30.77
20	BHADRAWATI	0	7	7	7	19:12:51	0	4	3	57.14
21	BHANDARA	0	13	13	13	01:23:39	0	8	5	61.54
22	BHUSAWAL	0	12	12	12	14:23:07	0	1	11	8.33
23	BRAHMAPURI	0	4	4	4	16:37:30	0	0	4	0.00
24	BULDHANA	0	90	90	90	22:42:55	0	11	79	12.22
25	CHALISGAON	0	3	3	3	01:30:00	0	1	2	33.33
26	CHANDRAPUR	0	660	660	660	16:26:40	0	174	486	26.36
27	CHIKHLI	0	1	1	1	01:00:00	0	1	0	99.99
28	CHIPLUN	0	8	8	8	23:11:15	0	5	3	62.50
29	CHOPDA	0	2	2	2	16:37:30	0	0	2	0.00
30	DAHANU	0	133	133	133	18:16:25	0	11	122	8.27
31	DARYAPUR	0	5	5	5	08:07:30	0	4	1	80.00
32	DAUND	0	12	12	12	12:58:08	0	1	11	8.33
33	DEGLUR	0	4	4	4	20:39:23	0	3	1	75.00
34	DEOLALI	0	62	62	62	18:03:09	0	51	11	82.26
35	DHARANGAON	0	0	0	0	00:00:00	0	0	0	0.00
36	DHULE	0	53	53	53	14:57:19	0	9	44	16.98
37	DIGRAS	0	4	4	4	18:13:08	0	1	3	25.00
38	DONDAICHA	0	1	1	1	16:37:30	0	0	1	0.00
39	ERANDOL	0	0	0	0	00:00:00	0	0	0	0.00
40	GADCHIROLI	0	5	5	5	19:57:00	0	0	5	0.00
41	GANGAKHED	0	2	2	2	08:18:45	0	0	2	0.00
42	GONDIA	0	80	80	80	14:42:39	0	78	2	97.50
43	GREATER MUMBAI	0	5069	5069	5069	08:19:29	0	4933	136	97.32
44	HINGANGHAT	0	23	23	23	15:34:53	0	12	11	52.17
45	HINGOLI	0	9	9	9	15:29:10	0	1	8	11.11
46	ICHALKARANJI	0	452	452	452	04:32:32	0	435	17	96.24

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47	IGATPURI	0	3	3	3	16:12:30	0	2	1	66.66
48	JAISINGPUR	0	20	20	20	04:22:53	0	19	1	95.00
49	JALNA	0	58	58	58	16:21:51	0	10	48	17.24
50	JINTUR	0	0	0	0	00:00:00	0	0	0	0.00
51	KAMPTEE	0	8	8	8	21:50:37	0	4	4	50.00
52	KANNAD	0	10	10	10	15:18:45	0	4	6	40.00
53	KARAD	0	1	1	1	11:07:30	0	0	1	0.00
54	KARANJA	0	74	74	74	21:51:35	0	42	32	56.76
55	KATOL	0	9	9	9	18:10:00	0	5	4	55.55
56	KHAMGAON	0	0	0	0	00:00:00	0	0	0	0.00
57	KHOPOLI	0	0	0	0	00:00:00	0	0	0	0.00
58	KOLHAPUR	0	1954	1954	1954	04:50:48	0	1858	96	95.09
59	KOPARGAON	0	2	2	2	16:37:30	0	0	2	0.00
60	LATUR	0	303	303	303	15:17:14	0	21	282	6.93
61	LONAVALA	0	46	46	46	07:27:14	0	43	3	93.48
62	MAJALGAON	0	5	5	5	19:46:30	0	2	3	40.00
63	MALEGAON	0	21	21	21	14:30:21	0	1	20	4.76
64	MALKAPUR	0	0	0	0	00:00:00	0	0	0	0.00
65	MANMAD	0	12	12	12	17:31:52	0	5	7	41.67
66	MEHKAR	0	4	4	4	16:37:30	0	0	4	0.00
67	MORSHI	0	6	6	6	11:22:30	0	4	2	66.67
68	MURTIJAPUR	0	2	2	2	07:30:00	0	2	0	100.00
69	NAGPUR	0	1465	1465	1465	16:43:35	0	745	720	50.85
70	NALASOPARA	0	140	140	140	19:40:43	0	25	115	17.86
71	NANDED	0	221	221	221	18:30:37	0	151	70	68.33
72	NANDURA	0	6	6	6	13:51:15	0	0	6	0.00
73	NANDURBAR	0	89	89	89	15:26:02	0	30	59	33.71
74	NASHIK	0	579	579	579	18:00:47	0	345	234	59.59
75	NAVI MUMBAI	0	1202	1202	1202	09:49:52	0	1162	40	96.67
76	NILANGA	0	1	1	1	16:37:30	0	0	1	0.00
77	OSMANABAD	0	70	70	70	15:41:09	0	3	67	4.29
78	OZAR	0	2	2	2	08:48:45	0	1	1	50.00
79	PACHORA	0	0	0	0	00:00:00	0	0	0	0.00
80	PAITHAN	0	7	7	7	16:52:30	0	3	4	42.86
81	PALGHAR	0	291	291	291	16:48:55	0	16	275	5.50
82	PANDHARPUR	0	7	7	7	16:04:17	0	2	5	28.57
83	PANVEL	0	793	793	793	11:44:54	0	754	39	95.08
84	PARBHANI	0	34	34	34	11:01:19	0	3	31	8.82
85	PARLI	0	10	10	10	14:02:15	0	1	9	10.00
86	PAROLA	0	1	1	1	13:00:00	0	1	0	99.99
87	PATHRI	0	0	0	0	00:00:00	0	0	0	0.00
88	PEN	0	1	1	1	16:37:30	0	0	1	0.00
89	PHALTAN	0	11	11	11	12:29:19	0	2	9	18.18
90	PULGAON	0	5	5	5	13:18:00	0	2	3	40.00
91	PUNE CITY	0	14866	14866	14866	07:43:10	0	13900	966	93.50
92	PURNA	0	1	1	1	02:00:00	0	1	0	99.99

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93	PUSAD	0	8	8	8	19:15:00	0	1	7	12.50
94	RATNAGIRI	0	9	9	9	02:29:10	0	6	3	66.67
95	SAILU	0	8	8	8	16:44:04	0	5	3	62.50
96	SANGAMNER	0	16	16	16	17:44:32	0	5	11	31.25
97	SANGLI	0	75	75	75	19:14:54	0	25	50	33.33
98	SATANA	0	2	2	2	16:37:30	0	0	2	0.00
99	SATARA	0	26	26	26	18:03:28	0	1	25	3.85
100	SHAHADA	0	17	17	17	14:40:35	0	3	14	17.65
101	SHEGAON	0	6	6	6	14:45:00	0	2	4	33.33
102	SHIRPUR	0	3	3	3	01:32:30	0	2	1	66.66
103	SILLOD	0	2	2	2	14:30:00	0	2	0	100.00
104	SINNAR	0	4	4	4	20:03:45	0	2	2	50.00
105	SOLAPUR	0	11	11	11	20:06:49	0	4	7	36.36
106	TALEGAON	0	78	78	78	10:21:44	0	76	2	97.44
107	TASGAON	0	3	3	3	00:57:30	0	1	2	33.33
108	TULJAPUR	0	13	13	13	19:10:58	0	0	13	0.00
109	TUMSAR	0	19	19	19	12:28:49	0	15	4	78.95
110	UDGIR	0	26	26	26	14:04:02	0	0	26	0.00
111	UMARGA	0	35	35	35	15:40:30	0	0	35	0.00
112	UMARKHED	0	4	4	4	14:48:45	0	1	3	25.00
113	UMRED	0	24	24	24	11:19:04	0	4	20	16.67
114	URAN-ISLAMPUR	0	2	2	2	00:56:15	0	0	2	0.00
115	VAIJAPUR	0	6	6	6	13:51:15	0	0	6	0.00
116	VASAI	0	0	0	0	00:00:00	0	0	0	0.00
117	VIRAR	0	133	133	133	13:22:00	0	8	125	6.02
118	VITA	0	2	2	2	16:37:30	0	0	2	0.00
119	WADGAON	0	13	13	13	02:24:14	0	2	11	15.38
120	WAI	0	6	6	6	00:56:15	0	0	6	0.00
121	WANI	0	5	5	5	08:31:30	0	3	2	60.00
122	WARDHA	0	14	14	14	17:16:36	0	2	12	14.29
123	WARORA	0	8	8	8	16:37:30	0	0	8	0.00
124	WARUD	0	4	4	4	16:00:00	0	4	0	100.00
125	WASHIM	0	23	23	23	19:07:30	0	10	13	43.48
126	YAVATMAL	0	110	110	110	20:59:15	0	27	83	24.55
127	YAWAL	0	0	0	0	00:00:00	0	0	0	0.00
128	YEOLA	0	2	2	2	21:30:00	0	2	0	100.00