

Maharashtra State Electricity Distribution Company Limited

Quarterly Report of Internal Complaint Redressal System for the period from 01-July-2023 to 30-September-2023

| Zone Name | No. of grievances pending on Start date | No. of grievances received during the period | Total No. of grievances during the period | No. of grievances not admitted or withdrawn during the period | Total No. of grievances actionable during the period | Total No. of grievances redressed during the period | Total No. of grievances pending at Quarter End date | Pending As On Date |
|--------------------|---|--|---|---|--|---|---|--------------------|
| | (A) | (B) | (C=A+B) | (D) | (E=C-D) | (J=F+G+H+I) | (K=E-J) | |
| AKOLA | 13 | 411 | 424 | 0 | 424 | 397 | 27 | 1 |
| AMARAVATI | 5 | 254 | 259 | 0 | 259 | 249 | 10 | 0 |
| BARAMATI | 26 | 282 | 308 | 0 | 308 | 304 | 4 | 0 |
| BHANDUP (U) | 63 | 1639 | 1702 | 0 | 1702 | 1668 | 34 | 0 |
| CHANDRAPUR | 12 | 145 | 157 | 0 | 157 | 153 | 4 | 0 |
| CH. SAMBHAJINAGAR | 9 | 233 | 242 | 0 | 242 | 238 | 4 | 0 |
| GONDIA | 4 | 140 | 144 | 0 | 144 | 134 | 10 | 4 |
| JALGAON | 19 | 206 | 225 | 0 | 225 | 219 | 6 | 0 |
| KALYAN | 61 | 1552 | 1613 | 0 | 1613 | 1592 | 21 | 0 |
| KOKAN , RATNAGIRI | 5 | 172 | 177 | 0 | 177 | 160 | 17 | 2 |
| KOLHAPUR | 21 | 371 | 392 | 0 | 392 | 382 | 10 | 0 |
| LATUR | 12 | 182 | 194 | 0 | 194 | 181 | 13 | 0 |
| NAGPUR | 13 | 872 | 885 | 0 | 885 | 871 | 14 | 0 |
| NANDED | 0 | 143 | 143 | 0 | 143 | 141 | 2 | 0 |
| NASIK | 36 | 572 | 608 | 0 | 608 | 590 | 18 | 0 |
| PUNE | 163 | 3174 | 3337 | 0 | 3337 | 3264 | 73 | 0 |
| Grand Total | 462 | 10348 | 10810 | 0 | 10810 | 10543 | 267 | 7 |

Maharashtra State Electricity Distribution Company Limited
Nature-Wise Complaint Report for the period 01-Jul-2023 to 30-Sep-2023 for All Locations

| Zone Name | Billing Related | | | | Meter Related | | | | Quality of Supply | | | | Service Related | | | | New Connection | | | | Technical | | | | Other | | | | Total | | | |
|-------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|-------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|
| | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date |
| AKOLA | 62 | 59 | 3 | 0 | 36 | 32 | 4 | 1 | 36 | 35 | 1 | 0 | 258 | 240 | 18 | 0 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 21 | 1 | 0 | 424 | 397 | 27 | 1 |
| AMARAVATI | 83 | 77 | 6 | 0 | 30 | 30 | 0 | 0 | 19 | 18 | 1 | 0 | 106 | 105 | 1 | 0 | 8 | 6 | 2 | 0 | 0 | 0 | 0 | 0 | 13 | 13 | 0 | 0 | 259 | 249 | 10 | 0 |
| BARAMATI | 79 | 79 | 0 | 0 | 29 | 29 | 0 | 0 | 22 | 22 | 0 | 0 | 112 | 110 | 2 | 0 | 24 | 22 | 2 | 0 | 0 | 0 | 0 | 0 | 42 | 42 | 0 | 0 | 308 | 304 | 4 | 0 |
| BHANDUP (U) | 678 | 659 | 19 | 0 | 182 | 175 | 7 | 0 | 93 | 91 | 2 | 0 | 627 | 627 | 0 | 0 | 10 | 9 | 1 | 0 | 4 | 4 | 0 | 0 | 108 | 103 | 5 | 0 | 1702 | 1668 | 34 | 0 |
| CH. SAMBHAJINAGAR | 79 | 76 | 3 | 0 | 30 | 29 | 1 | 0 | 13 | 13 | 0 | 0 | 90 | 90 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 21 | 21 | 0 | 0 | 242 | 238 | 4 | 0 |
| CHANDRAPUR | 39 | 37 | 2 | 0 | 17 | 17 | 0 | 0 | 9 | 9 | 0 | 0 | 77 | 75 | 2 | 0 | 5 | 5 | 0 | 0 | 2 | 2 | 0 | 0 | 8 | 8 | 0 | 0 | 157 | 153 | 4 | 0 |
| GONDIA | 73 | 68 | 5 | 0 | 13 | 8 | 5 | 4 | 7 | 7 | 0 | 0 | 49 | 49 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 144 | 134 | 10 | 4 |
| JALGAON | 80 | 75 | 5 | 0 | 26 | 26 | 0 | 0 | 6 | 6 | 0 | 0 | 77 | 76 | 1 | 0 | 4 | 4 | 0 | 0 | 1 | 1 | 0 | 0 | 31 | 31 | 0 | 0 | 225 | 219 | 6 | 0 |
| KALYAN | 542 | 532 | 10 | 0 | 200 | 198 | 2 | 0 | 101 | 101 | 0 | 0 | 645 | 636 | 9 | 0 | 18 | 18 | 0 | 0 | 3 | 3 | 0 | 0 | 104 | 104 | 0 | 0 | 1613 | 1592 | 21 | 0 |
| KOKAN, RATNAGIRI | 51 | 49 | 2 | 0 | 43 | 34 | 9 | 0 | 6 | 6 | 0 | 0 | 54 | 52 | 2 | 0 | 10 | 8 | 2 | 1 | 2 | 1 | 1 | 1 | 11 | 10 | 1 | 0 | 177 | 160 | 17 | 2 |
| KOLHAPUR | 61 | 59 | 2 | 0 | 20 | 18 | 2 | 0 | 45 | 45 | 0 | 0 | 217 | 213 | 4 | 0 | 15 | 15 | 0 | 0 | 2 | 2 | 0 | 0 | 32 | 30 | 2 | 0 | 392 | 382 | 10 | 0 |
| LATUR , LATUR | 60 | 56 | 4 | 0 | 19 | 18 | 1 | 0 | 13 | 12 | 1 | 0 | 88 | 82 | 6 | 0 | 6 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 8 | 8 | 0 | 0 | 194 | 181 | 13 | 0 |
| NAGPUR | 162 | 160 | 2 | 0 | 60 | 58 | 2 | 0 | 63 | 63 | 0 | 0 | 530 | 521 | 9 | 0 | 11 | 11 | 0 | 0 | 11 | 11 | 0 | 0 | 48 | 47 | 1 | 0 | 885 | 871 | 14 | 0 |
| NANDED | 49 | 48 | 1 | 0 | 12 | 12 | 0 | 0 | 6 | 6 | 0 | 0 | 63 | 63 | 0 | 0 | 3 | 3 | 0 | 0 | 2 | 1 | 1 | 0 | 8 | 8 | 0 | 0 | 143 | 141 | 2 | 0 |
| NASIK | 159 | 155 | 4 | 0 | 52 | 46 | 6 | 0 | 45 | 44 | 1 | 0 | 305 | 298 | 7 | 0 | 9 | 9 | 0 | 0 | 3 | 3 | 0 | 0 | 35 | 35 | 0 | 0 | 608 | 590 | 18 | 0 |
| PUNE | 787 | 760 | 27 | 0 | 212 | 205 | 7 | 0 | 227 | 223 | 4 | 0 | 1864 | 1832 | 32 | 0 | 63 | 63 | 0 | 0 | 2 | 2 | 0 | 0 | 182 | 179 | 3 | 0 | 3337 | 3264 | 73 | 0 |
| TOTAL | 3044 | 2949 | 95 | 0 | 981 | 935 | 46 | 5 | 711 | 701 | 10 | 0 | 5162 | 5069 | 93 | 0 | 205 | 197 | 8 | 1 | 32 | 30 | 2 | 1 | 675 | 662 | 13 | 0 | 10810 | 10543 | 267 | 7 |

Maharashtra State Electricity Distribution Company Limited
Category-Wise Complaint Report for the period 01-July-2023 to 30-September-2023 for All Locations

| Zone Name | Residential | | | | Commercial | | | | Industrial | | | | Agricultural | | | | Public Services | | | | Others | | | | Total | | | |
|-------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|------------------|-----------------|------------------------------|--------------------|
| | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date | Actionable (Nos) | Redressed (Nos) | Pending at Quarter end (Nos) | Pending as on date |
| AKOLA | 329 | 305 | 24 | 1 | 62 | 59 | 3 | 0 | 5 | 5 | 0 | 0 | 10 | 10 | 0 | 0 | 7 | 7 | 0 | 0 | 11 | 11 | 0 | 0 | 424 | 397 | 27 | 1 |
| AMARAVATI | 216 | 210 | 6 | 0 | 17 | 15 | 2 | 0 | 4 | 4 | 0 | 0 | 11 | 11 | 0 | 0 | 2 | 2 | 0 | 0 | 9 | 7 | 2 | 0 | 259 | 249 | 10 | 0 |
| BARAMATI | 216 | 216 | 0 | 0 | 29 | 29 | 0 | 0 | 11 | 9 | 2 | 0 | 27 | 27 | 0 | 0 | 0 | 0 | 0 | 0 | 25 | 23 | 2 | 0 | 308 | 304 | 4 | 0 |
| BHANDUP (U) | 1541 | 1509 | 32 | 0 | 90 | 89 | 1 | 0 | 57 | 57 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 10 | 1 | 0 | 1702 | 1668 | 34 | 0 |
| CH. SAMBHAJINAGAR | 199 | 195 | 4 | 0 | 9 | 9 | 0 | 0 | 16 | 16 | 0 | 0 | 7 | 7 | 0 | 0 | 2 | 2 | 0 | 0 | 9 | 9 | 0 | 0 | 242 | 238 | 4 | 0 |
| CHANDRAPUR | 119 | 116 | 3 | 0 | 21 | 20 | 1 | 0 | 6 | 6 | 0 | 0 | 5 | 5 | 0 | 0 | 1 | 1 | 0 | 0 | 5 | 5 | 0 | 0 | 157 | 153 | 4 | 0 |
| GONDIA | 122 | 112 | 10 | 4 | 8 | 8 | 0 | 0 | 2 | 2 | 0 | 0 | 9 | 9 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 144 | 134 | 10 | 4 |
| JALGAON | 183 | 178 | 5 | 0 | 21 | 20 | 1 | 0 | 6 | 6 | 0 | 0 | 7 | 7 | 0 | 0 | 3 | 3 | 0 | 0 | 5 | 5 | 0 | 0 | 225 | 219 | 6 | 0 |
| KALYAN | 1406 | 1389 | 17 | 0 | 87 | 86 | 1 | 0 | 78 | 75 | 3 | 0 | 7 | 7 | 0 | 0 | 16 | 16 | 0 | 0 | 19 | 19 | 0 | 0 | 1613 | 1592 | 21 | 0 |
| KOKAN ,RATNAGIRI | 150 | 135 | 15 | 2 | 6 | 6 | 0 | 0 | 1 | 1 | 0 | 0 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 8 | 2 | 0 | 178 | 161 | 17 | 2 |
| KOLHAPUR | 297 | 289 | 8 | 0 | 44 | 43 | 1 | 0 | 15 | 14 | 1 | 0 | 19 | 19 | 0 | 0 | 1 | 1 | 0 | 0 | 16 | 16 | 0 | 0 | 392 | 382 | 10 | 0 |
| LATUR , LATUR | 148 | 140 | 8 | 0 | 8 | 6 | 2 | 0 | 24 | 22 | 2 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 6 | 1 | 0 | 194 | 181 | 13 | 0 |
| NAGPUR | 744 | 734 | 10 | 0 | 78 | 75 | 3 | 0 | 22 | 22 | 0 | 0 | 23 | 23 | 0 | 0 | 5 | 4 | 1 | 0 | 13 | 13 | 0 | 0 | 885 | 871 | 14 | 0 |
| NANDED | 119 | 117 | 2 | 0 | 12 | 12 | 0 | 0 | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 143 | 141 | 2 | 0 |
| NASIK | 503 | 488 | 15 | 0 | 43 | 42 | 1 | 0 | 35 | 33 | 2 | 0 | 15 | 15 | 0 | 0 | 1 | 1 | 0 | 0 | 10 | 10 | 0 | 0 | 607 | 589 | 18 | 0 |
| PUNE | 2945 | 2884 | 61 | 0 | 164 | 161 | 3 | 0 | 128 | 120 | 8 | 0 | 1 | 1 | 0 | 0 | 24 | 24 | 0 | 0 | 75 | 74 | 1 | 0 | 3337 | 3264 | 73 | 0 |
| TOTAL | 9237 | 9017 | 220 | 7 | 699 | 680 | 19 | 0 | 418 | 400 | 18 | 0 | 161 | 161 | 0 | 0 | 66 | 65 | 1 | 0 | 228 | 219 | 9 | 0 | 10810 | 10543 | 267 | 7 |