



Maharashtra State Electricity Distribution Company Limited

Quarterly Report of Internal Complaint Redressal System for the period from 01-October-2024 to 31-December-2024 for All Locations

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	Total No. of grievances redressed during the period	Total No. of grievances pending at End date	Pending As On Date
	(A)	(B)	(C=A+B)	(D)	(E=C-D)	(J=F+G+H+I)	(K=E-J)	
AKOLA	82	305	387	0	387	346	41	0
AMARAVATI	28	182	210	0	210	195	15	0
BARAMATI	13	221	234	0	234	213	21	0
BHANDUP (U)	14	1356	1370	0	1370	1352	18	0
CHANDRAPUR	7	94	101	0	101	99	2	0
CH. SAMBHAJINAGAR	19	267	286	0	286	273	13	0
GONDIA	9	44	53	0	53	48	5	0
JALGAON	21	233	254	0	254	243	11	0
KALYAN	29	1392	1421	0	1421	1405	16	0
KOKAN	11	204	215	0	215	207	8	0
KOLHAPUR	8	302	310	0	310	303	7	0
LATUR	25	168	193	0	193	180	13	0
NAGPUR	13	691	704	0	704	688	16	0
NANDED	28	104	132	0	132	112	20	0
NASIK	22	491	513	0	513	501	12	0
PUNE	111	2788	2899	0	2899	2804	95	0
Grand Total	440	8842	9282	0	9282	8969	313	0



Maharashtra State Electricity Distribution Company Limited

Category-Wise Complaint Report for the period 01-October-2024 to 31-December-2024 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 (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)
AKOLA	308	278	30	0	35	31	4	0	12	10	2	0	8	6	2	0	12	11	1	0	12	10	2	0	387	346	41	0
AMARAVATI	175	167	8	0	12	10	2	0	11	7	4	0	6	5	1	0	0	0	0	0	6	6	0	0	210	195	15	0
BARAMATI	183	167	16	0	13	13	0	0	7	6	1	0	11	8	3	0	2	2	0	0	18	17	1	0	234	213	21	0
BHANDUP (U)	1238	1222	16	0	78	77	1	0	41	41	0	0	0	0	0	0	4	4	0	0	9	8	1	0	1370	1352	18	0
CH. SAMBHAJINAGAR	252	241	11	0	21	21	0	0	6	6	0	0	0	0	0	0	1	1	0	0	6	4	2	0	286	273	13	0
CHANDRAPUR	80	79	1	0	10	10	0	0	3	3	0	0	4	3	1	0	0	0	0	0	4	4	0	0	101	99	2	0
GONDIA	37	33	4	0	8	8	0	0	3	3	0	0	1	1	0	0	1	0	1	0	3	3	0	0	53	48	5	0
JALGAON	220	211	9	0	18	18	0	0	4	4	0	0	5	4	1	0	0	0	0	0	7	6	1	0	254	243	11	0
KALYAN	1226	1214	12	0	87	84	3	0	97	96	1	0	3	3	0	0	0	0	0	0	8	8	0	0	1421	1405	16	0
KOKAN	190	182	8	0	11	11	0	0	5	5	0	0	4	4	0	0	1	1	0	0	4	4	0	0	215	207	8	0
KOLHAPUR	242	237	5	0	32	32	0	0	20	19	1	0	10	10	0	0	1	1	0	0	5	4	1	0	310	303	7	0
LATUR	128	118	10	0	14	13	1	0	48	46	2	0	1	1	0	0	0	0	0	0	2	2	0	0	193	180	13	0
NAGPUR	607	597	10	0	66	60	6	0	18	18	0	0	5	5	0	0	1	1	0	0	7	7	0	0	704	688	16	0
NANDED	115	101	14	0	10	8	2	0	3	2	1	0	3	0	3	0	1	1	0	0	0	0	0	0	132	112	20	0
NASIK	444	433	11	0	36	35	1	0	19	19	0	0	3	3	0	0	1	1	0	0	10	10	0	0	513	501	12	0
PUNE	2562	2481	81	0	169	165	4	0	109	103	6	0	6	6	0	0	10	10	0	0	43	39	4	0	2899	2804	95	0
TOTAL	8007	7761	246	0	620	596	24	0	406	388	18	0	70	59	11	0	35	33	2	0	144	132	12	0	9282	8969	313	0

	Maharashtra State Electricity Distribution Company Limited																															
	Nature-Wise Complaint Report for the period 01-Oct-2024 to 31-Dec-2024 for All Locations																															
Zone Name	Billing Related				Meter Related				Quality of Supply				Service Related				New Connection				Technical				Other				Total			
	Actionable (Nos)	Redressed (Nos)	Pending (Nos)	As On Pending	Actionable (Nos)	Redressed (Nos)	Pending (Nos)	As On Pending	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)
AKOLA	57	53	4	0	44	36	8	0	40	37	3	0	212	197	15	0	12	10	2	0	2	0	2	0	20	13	7	0	387	346	41	0
AMARAVATI	76	71	5	0	35	32	3	0	13	13	0	0	64	63	1	0	5	5	0	0	4	4	0	0	13	7	6	0	210	195	15	0
BARAMATI	64	60	4	0	33	30	3	0	13	13	0	0	86	81	5	0	15	14	1	0	3	3	0	0	20	12	8	0	234	213	21	0
BHANDUP (U)	464	460	4	0	196	190	6	0	62	62	0	0	581	579	2	0	6	5	1	0	2	2	0	0	59	54	5	0	1370	1352	18	0
CH. SAMBHAJINAGAR	80	77	3	0	39	37	2	0	13	13	0	0	132	128	4	0	5	4	1	0	2	2	0	0	15	12	3	0	286	273	13	0
CHANDRAPUR	22	22	0	0	14	13	1	0	3	3	0	0	53	52	1	0	3	3	0	0	0	0	0	0	6	6	0	0	101	99	2	0
GONDIA	27	26	1	0	8	6	2	0	4	4	0	0	11	9	2	0	1	1	0	0	0	0	0	0	2	2	0	0	53	48	5	0
JALGAON	99	96	3	0	35	33	2	0	16	15	1	0	83	81	2	0	6	5	1	0	3	3	0	0	12	10	2	0	254	243	11	0
KALYAN	485	479	6	0	183	177	6	0	103	103	0	0	586	583	3	0	4	4	0	0	3	3	0	0	57	56	1	0	1421	1405	16	0
KOKAN	64	61	3	0	72	71	1	0	10	10	0	0	56	53	3	0	3	3	0	0	1	1	0	0	9	8	1	0	215	207	8	0
KOLHAPUR	50	49	1	0	36	36	0	0	42	39	3	0	160	158	2	0	3	2	1	0	2	2	0	0	17	17	0	0	310	303	7	0
LATUR	73	68	5	0	28	27	1	0	14	14	0	0	65	62	3	0	2	2	0	0	1	1	0	0	10	6	4	0	193	180	13	0
NAGPUR	112	108	4	0	70	65	5	0	63	62	1	0	422	418	4	0	6	6	0	0	7	7	0	0	24	22	2	0	704	688	16	0
NANDED	42	40	2	0	33	22	11	0	8	8	0	0	36	34	2	0	0	0	0	0	1	0	1	0	12	8	4	0	132	112	20	0
NASIK	135	133	2	0	45	42	3	0	47	46	1	0	250	245	5	0	7	7	0	0	1	1	0	0	28	27	1	0	513	501	12	0
PUNE	654	638	16	0	234	224	10	0	211	202	9	0	1668	1618	50	0	27	24	3	0	10	9	1	0	95	89	6	0	2899	2804	95	0
Total	2504	2441	63	0	1105	1041	64	0	662	644	18	0	4465	4361	104	0	105	95	10	0	42	38	4	0	399	349	50	0	9282	8969	313	0