

Maharashtra State Electricity Distribution Company Limited

Quarterly Report of Internal Complaint Redressal System for the period from 01-January-2025 to 31-March-2025 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	Total No. of grievances redressed during the period	Total No. of grievances pending at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	41	221	262	0	262	223	39	0
AMARAVATI	15	141	156	0	156	143	13	0
BARAMATI	21	203	224	0	224	201	23	0
BHANDUP (U)	18	821	839	0	839	825	14	0
CHANDRAPUR	2	44	46	0	46	43	3	0
CH. SAMBHAJINAGAR	13	197	210	0	210	187	23	0
GONDIA	5	34	39	0	39	29	10	0
JALGAON	11	166	177	0	177	158	19	0
KALYAN	16	972	988	0	988	967	21	0
KOKAN	8	108	116	0	116	108	8	0
KOLHAPUR	7	217	224	0	224	212	12	0
LATUR	13	109	122	0	122	105	17	0
NAGPUR	16	496	512	0	512	493	19	0
NANDED	20	96	116	0	116	111	5	0
NASIK	12	385	397	0	397	379	18	0
PUNE	95	2555	2650	0	2650	2466	184	0
Grand Total	313	6765	7078	0	7078	6650	428	0

MAHAVITARAN Maharashtra State Electricity Distribution Co. Ltd	Maharashtra State Electricity Distribution Company Limited																																	
	Nature-Wise Complaint Report for the period 01-Jan-2025 to 31-Mar-2025 for All Locations																																	
	Billing Related				Meter Related				Quality of Supply				Service Related				New Connection				Technical				Other				Total					
Zone Name	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)	Actionable (Nos)	Redressed (Nos)	Pending at Quarter end (Nos)	Pending as on date (Nos)		
AKOLA	58	55	3	0	28	25	3	0	21	16	5	0	116	99	17	0	17	12	5	0	4	3	1	0	18	13	5	0	262	223	39	0		
AMARAVATI	47	44	3	0	25	24	1	0	8	8	0	0	49	47	2	0	11	10	1	0	1	1	0	0	15	9	6	0	156	143	13	0		
BARAMATI	74	70	4	0	17	16	1	0	15	14	1	0	77	74	3	0	13	12	1	0	4	4	0	0	24	11	13	0	224	201	23	0		
BHANDUP (U)	261	258	3	0	127	122	5	0	46	46	0	0	345	342	3	0	5	5	0	0	1	1	0	0	54	51	3	0	839	825	14	0		
CH. SAMBHAJINAGAR	51	47	4	0	15	14	1	0	19	13	6	0	93	85	8	0	12	9	3	0	0	0	0	0	20	19	1	0	210	187	23	0		
CHANDRAPUR	9	9	0	0	8	5	3	0	3	3	0	0	23	23	0	0	1	1	0	0	1	1	0	0	1	1	0	0	46	43	3	0		
GONDIA	8	8	0	0	5	4	1	0	3	2	1	0	20	14	6	0	1	0	1	0	1	1	0	0	1	0	1	0	39	29	10	0		
JALGAON	78	68	10	0	16	16	0	0	16	15	1	0	49	46	3	0	6	4	2	0	2	2	0	0	10	7	3	0	177	158	19	0		
KALYAN	342	335	7	0	165	164	1	0	58	56	2	0	359	349	10	0	8	8	0	0	5	4	1	0	51	51	0	0	988	967	21	0		
KOKAN	46	44	2	0	18	18	0	0	6	5	1	0	35	33	2	0	1	0	1	0	1	1	0	0	9	7	2	0	116	108	8	0		
KOLHAPUR	45	45	0	0	10	9	1	0	25	20	5	0	118	113	5	0	4	3	1	0	4	4	0	0	18	18	0	0	224	212	12	0		
LATUR	43	41	2	0	10	9	1	0	8	7	1	0	43	39	4	0	4	1	3	0	0	0	0	0	14	8	6	0	122	105	17	0		
NAGPUR	81	77	4	0	44	42	2	0	41	41	0	0	298	290	8	0	10	10	0	0	5	5	0	0	33	28	5	0	512	493	19	0		
NANDED	44	43	1	0	26	24	2	0	6	6	0	0	24	23	1	0	1	1	0	0	2	2	0	0	13	12	1	0	116	111	5	0		
NASIK	107	105	2	0	45	43	2	0	45	44	1	0	162	154	8	0	6	5	1	0	4	3	1	0	28	25	3	0	397	379	18	0		
PUNE	545	522	23	0	292	271	21	0	157	145	12	0	1528	1412	116	0	17	16	1	0	9	7	2	0	102	93	9	0	2650	2466	184	0		
Total	1839	1771	68	0	851	806	45	0	477	441	36	0	3339	3143	196	0	117	97	20	0	44	39	5	0	411	353	58	0	7078	6650	428	0		

	Maharashtra State Electricity Distribution Company Limited																											
	Category-Wise Complaint Report for the period 01-January-2025 to 31-March-2025 for All Locations																											
	Residential				Commercial				Industrial				Agricultural				Public Services				Others				Total			
Zone Name	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	201	175	26	0	24	19	5	0	7	6	1	0	7	6	1	0	2	2	0	0	21	15	6	0	262	223	39	0
AMARAVATI	122	114	8	0	12	10	2	0	5	3	2	0	2	2	0	0	4	4	0	0	11	10	1	0	156	143	13	0
BARAMATI	173	155	18	0	15	13	2	0	9	9	0	0	12	10	2	0	1	1	0	0	14	13	1	0	224	201	23	0
BHANDUP (U)	758	744	14	0	53	53	0	0	19	19	0	0	4	4	0	0	0	0	0	0	5	5	0	0	839	825	14	0
CH. SAMBAHAJINAGAR	169	153	16	0	22	21	1	0	1	0	1	0	2	2	0	0	3	1	2	0	13	10	3	0	210	187	23	0
CHANDRAPUR	34	31	3	0	8	8	0	0	1	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0	46	43	3	0
GONDIA	32	25	7	0	2	2	0	0	1	0	1	0	2	1	1	0	1	1	0	0	1	0	1	0	39	29	10	0
JALGAON	156	140	16	0	7	6	1	0	5	5	0	0	2	2	0	0	1	1	0	0	6	4	2	0	177	158	19	0
KALYAN	876	855	21	0	50	50	0	0	51	51	0	0	1	1	0	0	1	1	0	0	9	9	0	0	988	967	21	0
KOKAN	102	97	5	0	8	7	1	0	0	0	0	0	2	2	0	0	0	0	0	0	4	2	2	0	116	108	8	0
KOLHAPUR	184	177	7	0	19	17	2	0	12	10	2	0	5	5	0	0	0	0	0	0	4	3	1	0	224	212	12	0
LATUR	90	80	10	0	13	11	2	0	10	9	1	0	5	4	1	0	0	0	0	0	4	1	3	0	122	105	17	0
NAGPUR	447	429	18	0	38	38	0	0	13	12	1	0	0	0	0	0	4	4	0	0	10	10	0	0	512	493	19	0
NANDED	77	74	3	0	14	12	2	0	20	20	0	0	4	4	0	0	0	0	0	0	1	1	0	0	116	111	5	0
NASIK	336	319	17	0	37	37	0	0	11	11	0	0	5	5	0	0	0	0	0	0	8	7	1	0	397	379	18	0
PUNE	2333	2167	166	0	124	112	12	0	83	79	4	0	2	2	0	0	73	73	0	0	35	33	2	0	2650	2466	184	0
TOTAL	6090	5735	355	0	446	416	30	0	248	235	13	0	56	51	5	0	91	89	2	0	147	124	23	0	7078	6650	428	0