



Maharashtra State Electricity Distribution Company Limited

Quarterly Report of Internal Complaint Redressal System for the period from 01-July-2024 to 30-September-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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	Total No. of grievances redressed during the period	Total No. of grievances pending at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	72	573	645	0	645	563	82	0
AMARAVATI	23	409	432	0	432	404	28	0
BARAMATI	22	334	356	0	356	343	13	0
BHANDUP (U)	43	2463	2506	0	2506	2492	14	0
CHANDRAPUR	23	217	240	0	240	233	7	0
CH. SAMBHAJINAGAR	14	335	349	0	349	330	19	0
GONDIA	6	130	136	0	136	127	9	0
JALGAON	16	447	463	0	463	442	21	0
KALYAN	79	2714	2793	0	2793	2764	29	0
KOKAN	24	355	379	0	379	368	11	0
KOLHAPUR	14	583	597	0	597	589	8	0
LATUR	23	251	274	0	274	249	25	0
NAGPUR	39	1404	1443	0	1443	1430	13	0
NANDED	19	222	241	0	241	213	28	0
NASIK	36	916	952	0	952	930	22	0
PUNE	130	5906	6036	0	6036	5925	111	0
Grand Total	583	17259	17842	0	17842	17402	440	0

 MAHAVITARAN Maharashtra State Electricity Distribution Co. Ltd.	Maharashtra State Electricity Distribution Company Limited																															
	Nature-Wise Complaint Report for the period 01-July-2024 to 30-September-2024 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	107	99	8	0	63	53	10	0	50	48	2	0	381	338	43	0	13	9	4	0	0	0	0	0	31	16	15	0	645	563	82	0
AMARAVATI	108	94	14	0	43	41	2	0	32	32	0	0	220	217	3	0	6	5	1	0	1	1	0	0	22	14	8	0	432	404	28	0
BARAMATI	95	93	2	0	39	39	0	0	24	24	0	0	148	145	3	0	16	14	2	0	3	3	0	0	31	25	6	0	356	343	13	0
BHANDUP (U)	811	802	9	0	275	271	4	0	134	134	0	0	1161	1160	1	0	20	20	0	0	2	2	0	0	103	103	0	0	2506	2492	14	0
CH. SAMBHAJINAGAR	104	100	4	0	35	29	6	0	26	24	2	0	167	162	5	0	2	1	1	0	2	1	1	0	13	13	0	0	349	330	19	0
CHANDRAPUR	47	45	2	0	19	16	3	0	29	28	1	0	135	134	1	0	5	5	0	0	0	0	0	0	5	5	0	0	240	233	7	0
GONDIA	54	53	1	0	13	11	2	0	12	10	2	0	54	51	3	0	0	0	0	0	0	0	0	0	3	2	1	0	136	127	9	0
JALGAON	175	165	10	0	48	44	4	0	28	28	0	0	186	183	3	0	3	3	0	0	1	0	1	0	22	19	3	0	463	442	21	0
KALYAN	777	771	6	0	261	258	3	0	200	200	0	0	1439	1422	17	0	29	29	0	0	5	5	0	0	82	79	3	0	2793	2764	29	0
KOKAN	103	97	6	0	94	93	1	0	25	25	0	0	140	138	2	0	8	8	0	0	1	1	0	0	8	6	2	0	379	368	11	0
KOLHAPUR	94	92	2	0	34	33	1	0	69	69	0	0	369	366	3	0	6	6	0	0	4	4	0	0	21	19	2	0	597	589	8	0
LATUR	117	114	3	0	38	26	12	0	16	14	2	0	83	78	5	0	3	3	0	0	3	3	0	0	14	11	3	0	274	249	25	0
NAGPUR	237	236	1	0	105	103	2	0	125	122	3	0	914	911	3	0	7	5	2	0	11	11	0	0	44	42	2	0	1443	1430	13	0
NANDED	66	61	5	0	39	31	8	0	24	24	0	0	91	82	9	0	2	2	0	0	2	1	1	0	17	12	5	0	241	213	28	0
NASIK	223	217	6	0	79	78	1	0	104	104	0	0	462	454	8	0	21	19	2	0	4	4	0	0	59	54	5	0	952	930	22	0
PUNE	1005	982	23	0	380	374	6	0	503	491	12	0	3958	3902	56	0	26	25	1	0	16	15	1	0	148	136	12	0	6036	5925	111	0
Total	4123	4021	102	0	1565	1500	65	0	1401	1377	24	0	9908	9743	165	0	167	154	13	0	55	51	4	0	623	556	67	0	17842	17402	440	0

	Maharashtra State Electricity Distribution Company Limited																											
	Category-Wise Complaint Report for the period 01-July-2024 to 30-September-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)
CH. SAMBHAJINAGAR	307	291	16	0	31	29	2	0	4	4	0	0	1	1	0	0	4	4	0	0	2	1	1	0	349	330	19	0
LATUR	198	187	11	0	17	17	0	0	50	36	14	0	2	2	0	0	4	4	0	0	3	3	0	0	274	249	25	0
NANDED	213	188	25	0	14	12	2	0	3	3	0	0	8	7	1	0	1	1	0	0	2	2	0	0	241	213	28	0
BHANDUP (U)	2274	2262	12	0	134	133	1	0	72	72	0	0	0	0	0	0	3	2	1	0	23	23	0	0	2506	2492	14	0
JALGAON	415	395	20	0	33	32	1	0	6	6	0	0	3	3	0	0	2	2	0	0	4	4	0	0	463	442	21	0
KALYAN	2377	2353	24	0	153	153	0	0	220	215	5	0	11	11	0	0	3	3	0	0	29	29	0	0	2793	2764	29	0
KOKAN	340	329	11	0	17	17	0	0	4	4	0	0	10	10	0	0	0	0	0	0	8	8	0	0	379	368	11	0
NASIK	797	782	15	0	75	72	3	0	46	44	2	0	1	1	0	0	8	8	0	0	25	23	2	0	952	930	22	0
AKOLA	521	452	69	0	40	36	4	0	42	40	2	0	15	15	0	0	14	11	3	0	13	9	4	0	645	563	82	0
AMARAVATI	369	348	21	0	36	34	2	0	14	10	4	0	5	5	0	0	2	2	0	0	6	5	1	0	432	404	28	0
CHANDRAPUR	214	209	5	0	7	6	1	0	6	5	1	0	2	2	0	0	4	4	0	0	7	7	0	0	240	233	7	0
GONDIA	117	112	5	0	9	9	0	0	3	1	2	0	2	1	1	0	1	0	1	0	4	4	0	0	136	127	9	0
NAGPUR	1272	1265	7	0	90	89	1	0	59	58	1	0	9	7	2	0	6	6	0	0	7	5	2	0	1443	1430	13	0
BARAMATI	289	281	8	0	16	15	1	0	20	20	0	0	13	11	2	0	0	0	0	0	18	16	2	0	356	343	13	0
KOLHAPUR	478	473	5	0	70	70	0	0	26	25	1	0	14	12	2	0	2	2	0	0	7	7	0	0	597	589	8	0
PUNE	5410	5309	101	0	314	311	3	0	263	260	3	0	4	2	2	0	14	14	0	0	31	29	2	0	6036	5925	111	0
TOTAL	15591	15236	355	0	1056	1035	21	0	838	803	35	0	100	90	10	0	68	63	5	0	189	175	14	0	17842	17402	440	0