Maharashtra State Electricity Distribution Company Limited

Quarterly Report of Internal Complaint Redressal System for the period from 01-April-2025 to 30-June-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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	Total No. of grievances redressed during the period	Total No. of grievances pending at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	39	446	485	0	485	403	82	0
AMARAVATI	13	362	375	0	375	368	7	0
BARAMATI	23	274	297	0	297	293	4	0
BHANDUP (U)	14	1502	1516	0	1516	1498	18	0
CHANDRAPUR	3	224	227	0	227	225	2	0
CH. SAMBHAJINAGAR	23	282	305	0	305	285	20	0
GONDIA	10	64	74	0	74	71	3	0
JALGAON	19	395	414	0	414	382	32	0
KALYAN	21	1642	1663	0	1663	1618	45	0
KOKAN	8	186	194	0	194	180	14	0
KOLHAPUR	12	312	324	0	324	315	9	0
LATUR	17	196	213	0	213	200	13	0
NAGPUR	19	1339	1358	0	1358	1342	16	0
NANDED	5	190	195	0	195	192	3	0
NASIK	18	722	740	0	740	719	21	0
PUNE	184	4250	4434	0	4434	4388	46	0
Grand Total	**428**	**12386**	**12814**	**0**	**12814**	**12479**	**335**	**0**

MAHAVITARAN
Maharashtra State Electricity Distribution Co. Ltd.

Maharashtra State Electricity Distribution Company Limited

Nature-Wise Complaint Report for the period 01-Apr-2025 to 30-Jun-2025 for All Locations

Zone Name	Billing Related				Meter Related				Quality of Supply				Service Related				New Connection				Technical				Other				Smart Meter Related				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)	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	47	41	6	0	20	16	4	0	49	37	12	0	337	288	49	0	7	5	2	0	5	3	2	0	20	13	7	0	0	0	0	0	485	403	82	0
AMARAVATI	42	39	3	0	29	28	1	0	36	36	0	0	241	238	3	0	3	3	0	0	5	5	0	0	19	19	0	0	0	0	0	0	375	368	7	0
BARAMATI	56	56	0	0	19	19	0	0	17	17	0	0	166	162	4	0	8	8	0	0	2	2	0	0	29	29	0	0	0	0	0	0	297	293	4	0
BHANDUP (U)	349	345	4	0	137	131	6	0	75	74	1	0	898	891	7	0	7	7	0	0	3	3	0	0	47	47	0	0	0	0	0	0	1516	1498	18	0
CH. SAMBHAJINAGAR	61	57	4	0	19	17	2	0	33	33	0	0	165	155	10	0	9	9	0	0	0	0	0	0	18	14	4	0	0	0	0	0	305	285	20	0
CHANDRAPUR	18	17	1	0	18	17	1	0	26	26	0	0	153	153	0	0	1	1	0	0	2	2	0	0	9	9	0	0	0	0	0	0	227	225	2	0
JALGAON	110	96	14	0	22	20	2	0	38	37	1	0	217	209	8	0	6	6	0	0	2	1	1	0	19	13	6	0	0	0	0	0	414	382	32	0
KALYAN	353	336	17	0	122	120	2	0	135	131	4	0	994	978	16	0	8	8	0	0	4	4	0	0	47	41	6	0	0	0	0	0	1663	1618	45	0
KOKAN	40	38	2	0	11	10	1	0	19	16	3	0	113	105	8	0	3	3	0	0	1	1	0	0	7	7	0	0	0	0	0	0	194	180	14	0
KOLHAPUR	42	41	1	0	12	12	0	0	51	50	1	0	192	187	5	0	7	7	0	0	1	1	0	0	19	17	2	0	0	0	0	0	324	315	9	0
LATUR	60	54	6	0	13	13	0	0	19	19	0	0	100	94	6	0	5	5	0	0	1	1	0	0	15	14	1	0	0	0	0	0	213	200	13	0
NAGPUR	121	112	9	0	31	29	2	0	133	131	2	0	1019	1016	3	0	3	3	0	0	1	1	0	0	50	50	0	0	0	0	0	0	1358	1342	16	0
NANDED	43	40	3	0	14	14	0	0	11	11	0	0	118	118	0	0	0	0	0	0	0	0	0	0	9	9	0	0	0	0	0	0	195	192	3	0
NASIK	123	117	6	0	48	48	0	0	75	75	0	0	454	442	12	0	8	7	1	0	3	3	0	0	29	27	2	0	0	0	0	0	740	719	21	0
PUNE	653	638	15	0	234	232	2	0	299	296	3	0	3100	3075	25	0	15	15	0	0	12	12	0	0	121	120	1	0	0	0	0	0	4434	4388	46	0
Total	**2128**	**2036**	**92**	**0**	**754**	**731**	**23**	**0**	**1023**	**996**	**27**	**0**	**8311**	**8153**	**158**	**0**	**92**	**89**	**3**	**0**	**43**	**40**	**3**	**0**	**463**	**434**	**29**	**0**	**0**	**0**	**0**	**0**	**12814**	**12479**	**335**	**0**

MAHAVITARAN
Maharashtra State Electricity Distribution Co. Ltd.

Maharashtra State Electricity Distribution Company Limited

Category-Wise Complaint Report for the period 01-April-2025 to 30-June-2025 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	408	345	63	0	47	34	13	0	9	8	1	0	4	3	1	0	8	7	1	0	9	6	3	0	485	403	82	0
AMARAVATI	323	317	6	0	32	32	0	0	7	7	0	0	7	7	0	0	2	1	1	0	4	4	0	0	375	368	7	0
BARAMATI	225	223	2	0	31	30	1	0	21	21	0	0	8	7	1	0	0	0	0	0	12	12	0	0	297	293	4	0
BHANDUP (U)	1394	1377	17	0	69	68	1	0	36	36	0	0	1	1	0	0	4	4	0	0	12	12	0	0	1516	1498	18	0
CH. SAMBHAJINAGAR	255	236	19	0	29	29	0	0	8	7	1	0	0	0	0	0	3	3	0	0	10	10	0	0	305	285	20	0
CHANDRAPUR	195	193	2	0	15	15	0	0	9	9	0	0	3	3	0	0	3	3	0	0	2	2	0	0	227	225	2	0
GONDIA	60	57	3	0	4	4	0	0	4	4	0	0	3	3	0	0	0	0	0	0	3	3	0	0	74	71	3	0
JALGAON	370	343	27	0	20	18	2	0	11	10	1	0	2	2	0	0	4	2	2	0	7	7	0	0	414	382	32	0
KALYAN	1466	1426	40	0	100	96	4	0	84	83	1	0	5	5	0	0	0	0	0	0	8	8	0	0	1663	1618	45	0
KOKAN	179	165	14	0	7	7	0	0	0	0	0	0	3	3	0	0	0	0	0	0	5	5	0	0	194	180	14	0
KOLHAPUR	230	223	7	0	61	61	0	0	14	12	2	0	9	9	0	0	2	2	0	0	8	8	0	0	324	315	9	0
LATUR	156	145	11	0	15	15	0	0	31	29	2	0	2	2	0	0	3	3	0	0	6	6	0	0	213	200	13	0
NAGPUR	1247	1232	15	0	76	75	1	0	18	18	0	0	7	7	0	0	2	2	0	0	8	8	0	0	1358	1342	16	0
NANDED	173	170	3	0	16	16	0	0	3	3	0	0	1	1	0	0	1	1	0	0	1	1	0	0	195	192	3	0
NASIK	637	620	17	0	47	46	1	0	39	38	1	0	5	5	0	0	0	0	0	0	12	10	2	0	740	719	21	0
PUNE	3987	3948	39	0	246	243	3	0	166	163	3	0	2	2	0	0	2	2	0	0	31	30	1	0	4434	4388	46	0
TOTAL	**11305**	**11020**	**285**	**0**	**815**	**789**	**26**	**0**	**460**	**448**	**12**	**0**	**62**	**60**	**2**	**0**	**34**	**30**	**4**	**0**	**138**	**132**	**6**	**0**	**12814**	**12479**	**335**	**0**