| MAHAVITARAN | Maharashtra State Electricity Distribution Company Limited | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Quarterly Report of Internal Complaint Redressal System for the period from 01-July-2025 to 30-September-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received during the period** | **Total No. of grievances during the period** | **No. of grievances not admitted or withdrawn during the period** | **Total No. of grievances actionable during the period** | **Total No. of grievances redressed during the period** | **Total No. of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 | 82 | 272 | 354 | 0 | 354 | 318 | 36 | 0 |
| AMARAVATI | 7 | 183 | 190 | 0 | 190 | 185 | 5 | 0 |
| BARAMATI | 4 | 185 | 189 | 0 | 189 | 168 | 21 | 0 |
| BHANDUP (U) | 18 | 1210 | 1228 | 0 | 1228 | 1207 | 21 | 0 |
| CHANDRAPUR | 2 | 125 | 127 | 0 | 127 | 118 | 9 | 1 |
| CH. SAMBHAJINAGAR | 20 | 229 | 249 | 0 | 249 | 231 | 18 | 1 |
| GONDIA | 3 | 38 | 41 | 0 | 41 | 36 | 5 | 2 |
| JALGAON | 32 | 201 | 233 | 0 | 233 | 214 | 19 | 0 |
| KALYAN | 45 | 1443 | 1488 | 0 | 1488 | 1441 | 47 | 0 |
| KOKAN | 14 | 128 | 142 | 0 | 142 | 128 | 14 | 0 |
| KOLHAPUR | 9 | 197 | 206 | 0 | 206 | 199 | 7 | 0 |
| LATUR | 13 | 111 | 124 | 0 | 124 | 116 | 8 | 0 |
| NAGPUR | 16 | 863 | 879 | 0 | 879 | 823 | 56 | 0 |
| NANDED | 3 | 158 | 161 | 0 | 161 | 156 | 5 | 1 |
| NASIK | 21 | 443 | 464 | 0 | 464 | 427 | 37 | 1 |
| PUNE | 46 | 2821 | 2867 | 0 | 2867 | 2785 | 82 | 0 |
| **Grand Total** | **335** | **8607** | **8942** | **0** | **8942** | **8552** | **390** | **6** |

**Maharashtra State Electricity Distribution Company Limited**

**Nature-Wise Complaint Report for the period 01-Jul-2025 to 30-Sep-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 | 80 | 77 | 3 | 0 | 24 | 20 | 4 | 0 | 38 | 36 | 2 | 0 | 186 | 168 | 18 | 0 | 2 | 1 | 1 | 0 | 4 | 4 | 0 | 0 | 19 | 11 | 8 | 0 | 1 | 1 | 0 | 0 | 354 | 318 | 36 | 0 |
| AMARAVATI | 55 | 53 | 2 | 0 | 20 | 20 | 0 | 0 | 16 | 15 | 1 | 0 | 86 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 12 | 10 | 2 | 0 | 0 | 0 | 0 | 0 | 190 | 185 | 5 | 0 |
| BARAMATI | 71 | 69 | 2 | 0 | 24 | 20 | 4 | 0 | 17 | 12 | 5 | 0 | 60 | 55 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 9 | 5 | 0 | 3 | 3 | 0 | 0 | 189 | 168 | 21 | 0 |
| BHANDUP (U) | 390 | 378 | 12 | 0 | 134 | 130 | 4 | 0 | 64 | 63 | 1 | 0 | 588 | 587 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 47 | 44 | 3 | 0 | 5 | 5 | 0 | 0 | 1228 | 1207 | 21 | 0 |
| CH. SAMBHAJINAGAR | 79 | 75 | 4 | 0 | 31 | 29 | 2 | 0 | 13 | 12 | 1 | 0 | 105 | 102 | 3 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 9 | 8 | 1 | 3 | 3 | 0 | 0 | 249 | 231 | 18 | 1 |
| CHANDRAPUR | 29 | 25 | 4 | 0 | 14 | 13 | 1 | 0 | 9 | 9 | 0 | 0 | 66 | 65 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 8 | 6 | 2 | 1 | 0 | 0 | 0 | 0 | 127 | 118 | 9 | 1 |
| GONDIA | 12 | 12 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 18 | 17 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 3 | 4 | 2 | 0 | 0 | 0 | 0 | 41 | 36 | 5 | 2 |
| JALGAON | 109 | 106 | 3 | 0 | 20 | 17 | 3 | 0 | 14 | 14 | 0 | 0 | 73 | 67 | 6 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 16 | 9 | 7 | 0 | 0 | 0 | 0 | 0 | 233 | 214 | 19 | 0 |
| KALYAN | 428 | 418 | 10 | 0 | 128 | 125 | 3 | 0 | 122 | 116 | 6 | 0 | 753 | 730 | 23 | 0 | 1 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 49 | 44 | 5 | 0 | 5 | 5 | 0 | 0 | 1488 | 1441 | 47 | 0 |
| KOKAN | 55 | 47 | 8 | 0 | 15 | 13 | 2 | 0 | 12 | 10 | 2 | 0 | 49 | 48 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 10 | 9 | 1 | 0 | 0 | 0 | 0 | 0 | 142 | 128 | 14 | 0 |
| KOLHAPUR | 45 | 41 | 4 | 0 | 17 | 16 | 1 | 0 | 28 | 27 | 1 | 0 | 100 | 99 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 11 | 11 | 0 | 0 | 3 | 3 | 0 | 0 | 206 | 199 | 7 | 0 |
| LATUR | 57 | 54 | 3 | 0 | 12 | 12 | 0 | 0 | 3 | 3 | 0 | 0 | 48 | 44 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 124 | 116 | 8 | 0 |
| NAGPUR | 165 | 158 | 7 | 0 | 60 | 59 | 1 | 0 | 92 | 82 | 10 | 0 | 531 | 500 | 31 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 26 | 20 | 6 | 0 | 3 | 2 | 1 | 0 | 879 | 823 | 56 | 0 |
| NANDED | 65 | 63 | 2 | 0 | 27 | 27 | 0 | 0 | 9 | 9 | 0 | 0 | 52 | 51 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 5 | 3 | 2 | 1 | 1 | 1 | 0 | 0 | 161 | 156 | 5 | 1 |
| NASIK | 156 | 148 | 8 | 0 | 46 | 41 | 5 | 0 | 32 | 28 | 4 | 0 | 201 | 188 | 13 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 24 | 20 | 4 | 1 | 3 | 2 | 1 | 0 | 464 | 427 | 37 | 1 |
| PUNE | 657 | 623 | 34 | 0 | 225 | 212 | 13 | 0 | 202 | 200 | 2 | 0 | 1707 | 1676 | 31 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 65 | 63 | 2 | 0 | 8 | 8 | 0 | 0 | 2867 | 2785 | 82 | 0 |
| **Total** | **2453** | **2347** | **106** | **0** | **801** | **758** | **43** | **0** | **671** | **636** | **35** | **0** | **4623** | **4483** | **140** | **0** | **7** | **3** | **4** | **0** | **18** | **18** | **0** | **0** | **334** | **274** | **60** | **6** | **35** | **33** | **2** | **0** | **8942** | **8552** | **390** | **6** |

MAHAVITARAN
Maharashtra State Electricity Distribution Co. Ltd.

## Maharashtra State Electricity Distribution Company Limited

### Category-Wise Complaint Report for the period 01-July-2025 to 30-September-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 | 295 | 271 | 24 | 0 | 34 | 29 | 5 | 0 | 7 | 7 | 0 | 0 | 1 | 1 | 0 | 0 | 8 | 7 | 1 | 0 | 9 | 3 | 6 | 0 | 354 | 318 | 36 | 0 |
| AMARAVATI | 160 | 155 | 5 | 0 | 22 | 22 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 190 | 185 | 5 | 0 |
| BARAMATI | 160 | 142 | 18 | 0 | 11 | 11 | 0 | 0 | 8 | 7 | 1 | 0 | 3 | 2 | 1 | 0 | 2 | 2 | 0 | 0 | 5 | 4 | 1 | 0 | 189 | 168 | 21 | 0 |
| BHANDUP (U) | 1090 | 1073 | 17 | 0 | 83 | 83 | 0 | 0 | 42 | 40 | 2 | 0 | 5 | 5 | 0 | 0 | 2 | 2 | 0 | 0 | 6 | 4 | 2 | 0 | 1228 | 1207 | 21 | 0 |
| CH. SAMBHAJINAGAR | 212 | 195 | 17 | 0 | 24 | 24 | 0 | 0 | 10 | 9 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 249 | 231 | 18 | 1 |
| CHANDRAPUR | 111 | 106 | 5 | 0 | 6 | 5 | 1 | 0 | 5 | 4 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 1 | 2 | 1 | 127 | 118 | 9 | 1 |
| GONDIA | 36 | 33 | 3 | 1 | 3 | 2 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 41 | 36 | 5 | 2 |
| JALGAON | 200 | 184 | 16 | 0 | 23 | 21 | 2 | 0 | 5 | 4 | 1 | 0 | 1 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 233 | 214 | 19 | 0 |
| KALYAN | 1326 | 1284 | 42 | 0 | 66 | 64 | 2 | 0 | 90 | 88 | 2 | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 1 | 0 | 3 | 3 | 0 | 0 | 1488 | 1441 | 47 | 0 |
| KOKAN | 127 | 117 | 10 | 0 | 8 | 5 | 3 | 0 | 1 | 1 | 0 | 0 | 4 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 142 | 128 | 14 | 0 |
| KOLHAPUR | 150 | 146 | 4 | 0 | 33 | 33 | 0 | 0 | 22 | 20 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 206 | 199 | 7 | 0 |
| LATUR | 102 | 97 | 5 | 0 | 8 | 8 | 0 | 0 | 10 | 7 | 3 | 0 | 1 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 124 | 116 | 8 | 0 |
| NAGPUR | 792 | 743 | 49 | 0 | 47 | 41 | 6 | 0 | 22 | 21 | 1 | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 14 | 14 | 0 | 0 | 879 | 823 | 56 | 0 |
| NANDED | 143 | 138 | 5 | 1 | 16 | 16 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 161 | 156 | 5 | 1 |
| NASIK | 390 | 364 | 26 | 1 | 29 | 27 | 2 | 0 | 31 | 26 | 5 | 0 | 4 | 3 | 1 | 0 | 4 | 4 | 0 | 0 | 6 | 3 | 3 | 0 | 464 | 427 | 37 | 1 |
| PUNE | 2553 | 2475 | 78 | 0 | 159 | 156 | 3 | 0 | 132 | 132 | 0 | 0 | 1 | 0 | 1 | 0 | 4 | 4 | 0 | 0 | 18 | 18 | 0 | 0 | 2867 | 2785 | 82 | 0 |
| **TOTAL** | **7847** | **7523** | **324** | **3** | **572** | **547** | **25** | **0** | **391** | **371** | **20** | **2** | **27** | **22** | **5** | **0** | **37** | **35** | **2** | **0** | **68** | **54** | **14** | **1** | **8942** | **8552** | **390** | **6** |