



Maharashtra State Electricity Distribution Company Limited

Quarterly Report of Internal Complaint Redressal System for the period from 01-October-2023 to 31-December-2023 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	Total No. of grievances redressed during the period	Total No. of grievances pending at quarter end date	Pending As On Date
	(A)	(B)	(C=A+B)	(D)	(E=C-D)	(F)	(G=E-F)	(H)
AKOLA	27	274	301	0	301	291	10	1
AMARAVATI	10	194	204	0	204	199	5	0
BARAMATI	4	273	277	0	277	272	5	0
BHANDUP (U)	34	1222	1256	0	1256	1242	14	0
CHANDRAPUR	4	86	90	0	90	89	1	0
CH. SAMBAJINAGAR	4	226	230	0	230	225	5	0
GONDIA	10	114	124	0	124	123	1	0
JALGAON	6	164	170	0	170	162	8	0
KALYAN ZONE	21	1095	1116	0	1116	1105	11	0
KOKAN, RATNAGIRI	17	209	226	0	226	203	23	0
KOLHAPUR	10	305	315	0	315	302	13	0
LATUR	13	141	154	0	154	151	3	0
NAGPUR	14	474	488	0	488	479	9	0
NANDED	2	84	86	0	86	82	4	0
NASIK	18	484	502	0	502	496	6	0
PUNE	73	2455	2528	0	2528	2504	24	0
Grand Total	267	7800	8067	0	8067	7925	142	1



Maharashtra State Electricity Distribution Company Limited

Category-Wise Complaint Report for the period 01-October-2023 to 31-December-2023 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	247	239	8	1	32	30	2	0	1	1	0	0	14	14	0	0	3	3	0	0	4	4	0	0	301	291	10	1
AMARAVATI	147	144	3	0	23	22	1	0	10	9	1	0	9	9	0	0	2	2	0	0	13	13	0	0	204	199	5	0
BARAMATI	200	196	4	0	17	17	0	0	12	12	0	0	34	33	1	0	2	2	0	0	12	12	0	0	277	272	5	0
BHANDUP (U)	1137	1124	13	0	88	87	1	0	17	17	0	0	5	5	0	0	1	1	0	0	8	8	0	0	1256	1242	14	0
CH. SAMBHAJINAGAR	201	196	5	0	18	18	0	0	7	7	0	0	1	1	0	0	2	2	0	0	1	1	0	0	230	225	5	0
CHANDRAPUR	69	68	1	0	5	5	0	0	6	6	0	0	8	8	0	0	0	0	0	0	2	2	0	0	90	89	1	0
GONDIA	107	106	1	0	4	4	0	0	4	4	0	0	7	7	0	0	1	1	0	0	1	1	0	0	124	123	1	0
JALGAON	144	137	7	0	13	13	0	0	5	5	0	0	6	5	1	0	0	0	0	0	2	2	0	0	170	162	8	0
KALYAN	982	975	7	0	64	62	2	0	52	52	0	0	6	4	2	0	5	5	0	0	7	7	0	0	1116	1105	11	0
KOKAN ,RATNAGIRI	197	179	18	0	9	7	2	0	5	4	1	0	12	11	1	0	0	0	0	0	3	2	1	0	226	203	23	0
KOLHAPUR	215	203	12	0	38	38	0	0	32	32	0	0	24	23	1	0	1	1	0	0	5	5	0	0	315	302	13	0
LATUR	108	106	2	0	12	12	0	0	22	22	0	0	6	5	1	0	0	0	0	0	6	6	0	0	154	151	3	0
NAGPUR	381	373	8	0	46	45	1	0	23	23	0	0	28	28	0	0	4	4	0	0	6	6	0	0	488	479	9	0
NANDED	64	60	4	0	6	6	0	0	2	2	0	0	11	11	0	0	0	0	0	0	3	3	0	0	86	82	4	0
NASIK	421	418	3	0	41	38	3	0	21	21	0	0	14	14	0	0	2	2	0	0	3	3	0	0	502	496	6	0
PUNE ZONE	2251	2230	21	0	159	157	2	0	87	86	1	0	8	8	0	0	10	10	0	0	13	13	0	0	2528	2504	24	0
TOTAL	6871	6754	117	1	575	561	14	0	306	303	3	0	193	186	7	0	33	33	0	0	89	88	1	0	8067	7925	142	1



Maharashtra State Electricity Distribution Company Limited

Nature-Wise Complaint Report for the period 01-Oct-2023 to 31-Dec-2023 for All Locations

Zone Name	Billing Related				Meter Related				Quality of Supply				Service Related				New Connection				Technical				Other				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.)
AKOLA	55	54	1	0	39	36	3	1	29	27	2	0	159	155	4	0	3	3	0	0	0	0	0	0	16	16	0	0	301	291	10	1
AMARAVATI	79	75	4	0	31	31	0	0	10	10	0	0	65	64	1	0	13	13	0	0	0	0	0	0	6	6	0	0	204	199	5	0
BARAMATI	106	103	3	0	33	31	2	0	18	18	0	0	77	77	0	0	10	10	0	0	0	0	0	0	33	33	0	0	277	272	5	0
BHANDUP (U)	489	482	7	0	191	187	4	0	68	68	0	0	427	427	0	0	8	8	0	0	1	1	0	0	72	69	3	0	1256	1242	14	0
CH. SAMBHAJINAGAR	58	58	0	0	29	29	0	0	18	18	0	0	111	107	4	0	1	1	0	0	0	0	0	0	13	12	1	0	230	225	5	0
CHANDRAPUR	19	19	0	0	19	19	0	0	8	8	0	0	41	40	1	0	2	2	0	0	0	0	0	0	1	1	0	0	90	89	1	0
GONDIA	82	82	0	0	17	17	0	0	3	2	1	0	17	17	0	0	1	1	0	0	2	2	0	0	2	2	0	0	124	123	1	0
JALGAON	82	77	5	0	21	21	0	0	11	10	1	0	50	48	2	0	1	1	0	0	0	0	0	0	5	5	0	0	170	162	8	0
KALYAN	441	436	5	0	185	183	2	0	62	62	0	0	364	362	2	0	6	6	0	0	2	2	0	0	56	54	2	0	1116	1105	11	0
KOKAN ,RATNAGIRI	74	71	3	0	95	79	16	0	10	10	0	0	38	37	1	0	2	1	1	0	1	0	1	0	6	5	1	0	226	203	23	0
KOLHAPUR	73	70	3	0	25	21	4	0	35	32	3	0	146	143	3	0	5	5	0	0	7	7	0	0	24	24	0	0	315	302	13	0
LATUR	66	65	1	0	15	14	1	0	12	11	1	0	52	52	0	0	6	6	0	0	0	0	0	0	3	3	0	0	154	151	3	0
NAGPUR	94	89	5	0	75	73	2	0	27	27	0	0	266	264	2	0	4	4	0	0	4	4	0	0	18	18	0	0	488	479	9	0
NANDED	26	25	1	0	7	7	0	0	8	8	0	0	36	34	2	0	3	3	0	0	1	1	0	0	5	4	1	0	86	82	4	0
NASIK	149	148	1	0	56	54	2	0	45	45	0	0	204	201	3	0	2	2	0	0	2	2	0	0	44	44	0	0	502	496	6	0
PUNE	663	652	11	0	260	257	3	0	167	167	0	0	1329	1324	5	0	12	12	0	0	3	3	0	0	94	89	5	0	2528	2504	24	0
TOTAL	2556	2506	50	0	1098	1059	39	1	531	523	8	0	3382	3352	30	0	79	78	1	0	23	22	1	0	398	385	13	0	8067	7925	142	1