



Maharashtra State Electricity Distribution Company Limited

Quarterly Report of Internal Complaint Redressal System for the period from 01-April-2024 to 30-June-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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	Total No. of grievances redressed during the period	Total No. of grievances pending at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)	(F)	(G=E-F)	(H)
AKOLA	29	766	795	0	795	723	72	2
AMARAVATI	18	492	510	0	510	487	23	3
BARAMATI	6	418	424	0	424	402	22	3
BHANDUP (U)	13	2815	2828	0	2828	2785	43	0
CHANDRAPUR	7	254	261	0	261	238	23	0
CH. SAMBHAJINAGAR	8	480	488	0	488	474	14	0
GONDIA	6	156	162	0	162	156	6	0
JALGAON	11	549	560	0	560	544	16	1
KALYAN	16	2527	2543	0	2543	2464	79	0
KOKAN ,RATNAGIRI	35	296	331	0	331	307	24	0
KOLHAPUR	6	509	515	0	515	501	14	0
LATUR	4	307	311	0	311	288	23	0
NAGPUR	21	1999	2020	0	2020	1981	39	0
NANDED	7	284	291	0	291	272	19	1
NASIK	11	926	937	0	937	901	36	0
PUNE	62	5656	5718	0	5718	5588	130	0
Total	260	18434	18694	0	18694	18111	583	10



Maharashtra State Electricity Distribution Company Limited

Nature-Wise Complaint Report for the period 01-Apr-2024 to 30-Jun-2024 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)	As On Pending	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	65	56	9	0	42	37	5	0	99	93	6	0	552	511	41	0	14	11	3	0	4	4	0	0	19	11	8	2	795	723	72
AMARAVATI	84	77	7	0	46	45	1	0	49	48	1	0	300	293	7	0	10	8	2	0	2	2	0	0	19	14	5	3	510	487	23	3
BARAMATI	93	90	3	0	34	31	3	0	52	52	0	0	208	201	7	0	13	9	4	0	3	3	0	0	21	16	5	3	424	402	22	3
BHANDUP (U)	952	927	25	0	318	312	6	0	147	146	1	0	1319	1314	5	0	15	15	0	0	4	3	1	0	73	68	5	0	2828	2785	43	0
CHANDRAPUR	44	39	5	0	15	15	0	0	25	22	3	0	159	149	10	0	4	3	1	0	0	0	0	0	14	10	4	0	261	238	23	0
CH. SAMBHAJINAGAR	97	90	7	0	35	34	1	0	42	42	0	0	278	272	6	0	8	8	0	0	5	5	0	0	23	23	0	0	488	474	14	0
GONDIA	67	63	4	0	13	13	0	0	10	10	0	0	63	62	1	0	1	1	0	0	3	3	0	0	5	4	1	0	162	156	6	0
JALGAON	112	107	5	0	35	33	2	0	66	66	0	0	324	317	7	0	2	2	0	0	2	2	0	0	19	17	2	1	560	544	16	1
KALYAN	753	726	27	0	250	246	4	0	181	178	3	0	1241	1216	25	0	33	13	20	0	3	3	0	0	82	82	0	0	2543	2464	79	0
KOKAN, RATNAGIRI	73	68	5	0	86	82	4	0	11	10	1	0	133	121	12	0	5	5	0	0	4	4	0	0	19	17	2	0	331	307	24	0
KOLHAPUR	91	91	0	0	34	32	2	0	63	62	1	0	297	286	11	0	7	7	0	0	2	2	0	0	21	21	0	0	515	501	14	0
LATUR LATUR	82	71	11	0	39	34	5	0	17	17	0	0	155	149	6	0	5	5	0	0	1	1	0	0	12	11	1	0	311	288	23	0
NAGPUR	212	196	16	0	108	105	3	0	181	179	2	0	1423	1409	14	0	10	10	0	0	12	11	1	0	74	71	3	0	2020	1981	39	0
NANDED	63	60	3	0	18	14	4	0	35	35	0	0	159	151	8	0	5	4	1	0	0	0	0	0	11	8	3	1	291	272	19	1
NASIK	195	186	9	0	91	88	3	0	85	81	4	0	506	496	10	0	10	6	4	0	5	3	2	0	45	41	4	0	937	901	36	0
PUNE	1220	1176	44	0	410	396	14	0	356	351	5	0	3534	3483	51	0	40	37	3	0	11	10	1	0	147	135	12	0	5718	5588	130	0
TOTAL	4203	4023	180	0	1574	1517	57	0	1419	1392	27	0	10651	10430	221	0	182	144	38	0	61	56	5	0	604	549	55	10	18694	18111	583	10

**Maharashtra State Electricity Distribution Company Limited**

Category-Wise Complaint Report for the period 01-April-2024 to 30-June-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)
AKOLA	673	619	54	2	68	61	7	0	20	16	4	0	14	10	4	0	6	6	0	0	14	11	3	0	795	723	72	2
AMARAVATI	451	437	14	1	22	20	2	0	9	4	5	2	17	17	0	0	1	1	0	0	10	8	2	0	510	487	23	3
BARAMATI	363	352	11	3	23	22	1	0	11	8	3	0	14	11	3	0	0	0	0	0	13	9	4	0	424	402	22	3
BHANDUP (U)	2618	2578	40	0	122	119	3	0	61	61	0	0	5	5	0	0	5	5	0	0	17	17	0	0	2828	2785	43	0
CH. SAMBAJINAGAR	430	416	14	0	37	37	0	0	8	8	0	0	4	4	0	0	1	1	0	0	8	8	0	0	488	474	14	0
CHANDRAPUR	227	209	18	0	11	9	2	0	4	4	0	0	14	12	2	0	1	1	0	0	4	3	1	0	261	238	23	0
GONDIA	139	133	6	0	7	7	0	0	6	6	0	0	6	6	0	0	2	2	0	0	2	2	0	0	162	156	6	0
JALGAON	511	495	16	1	38	38	0	0	0	0	0	0	5	5	0	0	1	1	0	0	5	5	0	0	560	544	16	1
KALYAN	2285	2234	51	0	80	75	5	0	130	127	3	0	9	9	0	0	6	6	0	0	33	13	20	0	2543	2464	79	0
KOKAN, RATNAGIRI	306	282	24	0	8	8	0	0	1	1	0	0	9	9	0	0	1	1	0	0	6	6	0	0	331	307	24	0
KOLHAPUR	420	409	11	0	45	44	1	0	18	17	1	0	21	20	1	0	2	2	0	0	9	9	0	0	515	501	14	0
LATUR	231	210	21	0	32	30	2	0	37	37	0	0	5	5	0	0	1	1	0	0	5	5	0	0	311	288	23	0
NAGPUR	1805	1767	38	0	116	115	1	0	51	51	0	0	32	32	0	0	5	5	0	0	11	11	0	0	2020	1981	39	0
NANDED	269	252	17	0	10	10	0	0	0	0	0	0	7	6	1	1	0	0	0	0	5	4	1	0	291	272	19	1
NASIK	820	793	27	0	58	56	2	0	41	39	2	0	2	2	0	0	5	4	1	0	11	7	4	0	937	901	36	0
PUNE	5198	5088	110	0	271	258	13	0	189	185	4	0	2	2	0	0	7	7	0	0	51	48	3	0	5718	5588	130	0
TOTAL	16746	16274	472	7	948	909	39	0	586	564	22	2	166	155	11	1	44	43	1	0	204	166	38	0	18694	18111	583	10