



Maharashtra State Electricity Distribution Company Limited

Quarterly Report of Internal Complaint Redressal System for the period from 01-January-2024 to 31-March-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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	Total No. of grievances redressed during the period	Total No. of grievances pending at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	10	286	296	0	296	267	29	0
AMARAVATI	5	152	157	0	157	139	18	0
BARAMATI	5	183	188	0	188	182	6	0
BHANDUP (U)	14	930	944	0	944	931	13	0
CHANDRAPUR	1	74	75	0	75	68	7	0
CH. SAMBHAJINAGAR	5	202	207	0	207	199	8	0
GONDIA	1	130	131	0	131	125	6	0
JALGAON	8	156	164	0	164	153	11	0
KALYAN	11	838	849	0	849	833	16	0
KOKAN ,RATNAGIRI	23	219	242	0	242	207	35	0
KOLHAPUR	13	217	230	0	230	224	6	0
LATUR	3	189	192	0	192	188	4	0
NAGPUR	9	559	568	0	568	547	21	0
NANDED	4	102	106	0	106	99	7	0
NASIK	6	356	362	0	362	351	11	0
PUNE	24	2117	2141	0	2141	2079	62	0
Grand Total	142	6710	6852	0	6852	6592	260	0



Maharashtra State Electricity Distribution Company Limited

Category-Wise Complaint Report for the period 01-January-2024 to 31-March-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	226	204	22	0	28	26	2	0	18	16	2	0	9	9	0	0	3	3	0	0	12	9	3	0	296	267	29	0
AMARAVATI	112	97	15	0	16	16	0	0	12	9	3	0	6	6	0	0	4	4	0	0	7	7	0	0	157	139	18	0
BARAMATI	120	116	4	0	36	36	0	0	4	3	1	0	18	17	1	0	3	3	0	0	7	7	0	0	188	182	6	0
BHANDUP (U)	839	827	12	0	58	58	0	0	25	25	0	0	5	5	0	0	1	1	0	0	16	15	1	0	944	931	13	0
CH. SAMBHAJINAGAR	180	175	5	0	15	12	3	0	3	3	0	0	7	7	0	0	0	0	0	0	2	2	0	0	207	199	8	0
CHANDRAPUR	59	56	3	0	6	5	1	0	6	4	2	0	1	1	0	0	1	1	0	0	2	1	1	0	75	68	7	0
GONDIA	112	106	6	0	6	6	0	0	1	1	0	0	7	7	0	0	0	0	0	0	5	5	0	0	131	125	6	0
JALGAON	140	130	10	0	16	15	1	0	1	1	0	0	6	6	0	0	0	0	0	0	1	1	0	0	164	153	11	0
KALYAN	719	704	15	0	57	57	0	0	49	48	1	0	3	3	0	0	7	7	0	0	14	14	0	0	849	833	16	0
KOKAN ,RATNAGIRI	191	164	27	0	14	14	0	0	4	3	1	0	24	19	5	0	1	0	1	0	8	7	1	0	242	207	35	0
KOLHAPUR	165	162	3	0	19	19	0	0	14	14	0	0	23	20	3	0	1	1	0	0	8	8	0	0	230	224	6	0
LATUR	117	113	4	0	11	11	0	0	44	44	0	0	15	15	0	0	0	0	0	0	5	5	0	0	192	188	4	0
NAGPUR	471	456	15	0	44	42	2	0	24	21	3	0	18	18	0	0	1	1	0	0	10	9	1	0	568	547	21	0
NANDED	81	75	6	0	11	11	0	0	2	2	0	0	5	4	1	0	1	1	0	0	6	6	0	0	106	99	7	0
NASIK	290	281	9	0	39	38	1	0	15	15	0	0	4	4	0	0	0	0	0	0	14	13	1	0	362	351	11	0
PUNE	1929	1871	58	0	120	119	1	0	59	57	2	0	9	9	0	0	4	4	0	0	20	19	1	0	2141	2079	62	0
TOTAL	5751	5537	214	0	496	485	11	0	281	266	15	0	160	150	10	0	27	26	1	0	137	128	9	0	6852	6592	260	0

**Maharashtra State Electricity Distribution Company Limited****Nature-Wise Complaint Report for the period 01-Jan-2024 to 31-Mar-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.)	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	48	47	1	0	40	34	6	0	22	20	2	0	160	143	17	0	12	9	3	0	1	1	0	0	13	13	0	0	296	267	29	0
AMARAVATI	43	39	4	0	14	14	0	0	14	14	0	0	72	60	12	0	5	5	0	0	0	0	0	0	9	7	2	0	157	139	18	0
BARAMATI	72	71	1	0	17	16	1	0	28	28	0	0	47	46	1	0	6	6	0	0	4	3	1	0	14	12	2	0	188	182	6	0
BHANDUP (U)	319	315	4	0	196	192	4	0	55	55	0	0	287	283	4	0	14	13	1	0	0	0	0	0	73	73	0	0	944	931	13	0
CH. SAMBHAJINAGAR	58	54	4	0	32	32	0	0	18	18	0	0	80	77	3	0	2	2	0	0	1	1	0	0	16	15	1	0	207	199	8	0
CHANDRAPUR	14	10	4	0	10	9	1	0	5	5	0	0	42	41	1	0	2	1	1	0	2	2	0	0	0	0	0	0	75	68	7	0
GONDIA	93	91	2	0	11	11	0	0	2	2	0	0	18	14	4	0	3	3	0	0	1	1	0	0	3	3	0	0	131	125	6	0
JALGAON	47	42	5	0	20	20	0	0	14	13	1	0	71	68	3	0	1	1	0	0	0	0	0	0	11	9	2	0	164	153	11	0
KALYAN	315	311	4	0	155	152	3	0	48	48	0	0	269	260	9	0	10	10	0	0	2	2	0	0	50	50	0	0	849	833	16	0
KOKAN RATNAGIRI	56	54	2	0	125	103	22	0	2	1	1	0	38	34	4	0	6	5	1	0	3	2	1	0	12	8	4	0	242	207	35	0
KOLHAPUR	49	49	0	0	15	15	0	0	39	38	1	0	103	99	4	0	8	8	0	0	2	2	0	0	14	13	1	0	230	224	6	0
LATUR	59	59	0	0	39	39	0	0	8	8	0	0	67	64	3	0	5	5	0	0	1	1	0	0	13	12	1	0	192	188	4	0
NAGPUR	89	85	4	0	53	50	3	0	51	50	1	0	329	320	9	0	8	7	1	0	5	3	2	0	33	32	1	0	568	547	21	0
NANDED	25	24	1	0	12	12	0	0	16	14	2	0	39	35	4	0	6	6	0	0	0	0	0	0	8	8	0	0	106	99	7	0
NASIK	107	105	2	0	42	42	0	0	25	22	3	0	157	153	4	0	8	7	1	0	4	4	0	0	19	18	1	0	362	351	11	0
PUNE	546	524	22	0	236	234	2	0	124	120	4	0	1106	1077	29	0	17	16	1	0	7	7	0	0	105	101	4	0	2141	2079	62	0
TOTAL	1940	1880	60	0	1017	975	42	0	471	456	15	0	2885	2774	111	0	113	104	9	0	33	29	4	0	393	374	19	0	6852	6592	260	0