

**MONTHLY STATUS OF COMPLAINTS & LITIGATION, CENTRAL ORGANISATION ECHS**

**AS ON 30 NOV 2017**

Ser No	Type	BBF AS ON 31 Oct 17	RECD DURING NOV 17	TOTAL COMPLAINTS IN PROCESS	UNDER PROCESS/ RESPONSE AWAITED FROM LOWER HQS	UNDER PROCESS WITHIN SECS IN CO ECHS	ACTION COMPLETED /RESOLVED	NOT YET ATTENDED	REMARKS
		(A)	(B)	(A + B)					
1	COMPLAINTS RECD WEF 01 NOV 17	1192	111	1303	325	104	874	-	-
	BY E-MAIL 62								
	BY POST 49								
	(a) Indl 27								
	(b) MoD 7								
	(c) Other Org 13								
	(d) Misc 2								
CPGRAMS	495	71	566	18	8	540	-	-	
COAS Cases	66	11	77	20	0	57	-	-	
COAS Whatsapp Gp	23	2	25	0	2	23	-	-	
VIP Cases	27	3	30	1	1	28	-	-	
PMO Cases	75	5	80	4	2	74	-	-	
AG'S Cases	48	5	53	3	3	47	-	-	
	<b>Total</b>	<b>1926</b>	<b>208</b>	<b>2134</b>	<b>371</b>	<b>120</b>	<b>1643</b>	<b>-</b>	<b>-</b>
2	RTI	268	19	287	0	8	279	-	-
3	Court Cases	164	2	166	90	0	76	-	-
4	Consumer Cases	37	2	39	30	0	9	-	-
5	Legal Notices	37	4	41	11	0	30	-	-
	<b>Total</b>	<b>506</b>	<b>27</b>	<b>533</b>	<b>131</b>	<b>8</b>	<b>394</b>	<b>-</b>	<b>-</b>