

MONTHLY STATUS OF COMPLAINTS & LITIGATION, CENTRAL ORGANISATION ECHS

AS ON 31 AUG 2018

Ser No	Type	BBF AS ON 31 JUL 18	RECD DURING AUG 18	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 AUG 18	843	85	928	357	27	544	-	-
	BY E-MAIL 65								
	BY POST 20								
	(a) Indl 10								
	(b) Other Org 9								
	(c) Misc 1								
2	COAS Whatsapp	29	3	32	5	4	23		
3	VIP Cases								
	(a) VIP Ref	11	5	16	2	3	11	-	-
	(b) COAS Sectt	79	12	91	19	13	59	-	-
	(c) AGs Sectt	49	4	53	5	8	40	-	-
	(d) PMO Ref	14	0	14	0	0	14	-	-
	(e) MOD Ref	251	19	270	39	18	213	-	-
	(f) CPGRAMS	287	50	337	12	26	299	-	-
	Total	1563	178	1741	439	99	1203	-	-
4	RTI	208	29	237	0	14	223	-	-
5	Court Cases	115	2	117	102	0	15	-	-
6	Consumer Cases	31	0	31	24	0	7	-	-
7	Legal Notices	33	1	34	13	0	21	-	-
	Total	387	32	419	139	14	266	-	-