

**MONTHLY STATUS OF COMPLAINTS & LITIGATION, CENTRAL ORGANISATION ECHS**  
**AS ON 28 FEB 2019**

Ser No	Type	BBF AS ON 31 Jan 19	RECD DURING FEB 19	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 BEB 19	540	56	596	351	23	222	-	-
	BY E-MAIL      36								
	BY POST            20								
2	COAS Whatsapp	9	4	13	5	4	4	-	-
3	VIP Cases								
	(a) VIP Ref	4	4	8	1	3	4	-	-
	(b) COAS Sectt	34	7	41	10	4	27	-	-
	(c) AGs Sectt	17	1	18	4	5	9	-	-
	(d) PMO Ref	0	0	0	0	0	0	-	-
	(e) MOD Ref	58	20	78	27	9	42	-	-
	(f) CPGRAMS	80	31	111	10	9	92	-	-
	Total	742	123	865	408	57	400	-	-
4	RTI	45	33	78	0	12	66	-	-
5	Court Cases	118	2	120	116	0	4	-	-
6	Consumer Cases	25	0	25	24	0	1	-	-
7	Legal Notices	22	2	24	21	0	3	-	-
	<b>Total</b>	<b>210</b>	<b>37</b>	<b>247</b>	<b>161</b>	<b>12</b>	<b>74</b>	<b>-</b>	<b>-</b>