

**MONTHLY STATUS OF COMPLAINTS & LITIGATION, CENTRAL ORGANISATION ECHS
AS ON 30 NOV 2018**

| Ser No | Type | BBF AS ON 31 Oct 18 | RECD DURING NOV 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 NOV 18 | 1118 | 40 | 1158 | 458 | 42 | 658 | - | - |
| | BY E-MAIL 23 | | | | | | | | |
| | BY POST 17 | | | | | | | | |
| 2 | COAS Whatsapp | 38 | 0 | 38 | 3 | 1 | 34 | | |
| 3 | VIP Cases | | | | | | | | |
| | (a) VIP Ref | 21 | 0 | 21 | 1 | 0 | 20 | - | - |
| | (b) COAS Sectt | 106 | 0 | 106 | 17 | 9 | 80 | - | - |
| | (c) AGs Sectt | 71 | 6 | 77 | 8 | 13 | 56 | - | - |
| | (d) PMO Ref | 15 | 0 | 15 | 0 | 0 | 15 | - | - |
| | (e) MOD Ref | 301 | 6 | 307 | 25 | 4 | 278 | - | - |
| | (f) CPGRAMS | 530 | 54 | 584 | 23 | 47 | 514 | - | - |
| | Total | 2200 | 106 | 2306 | 535 | 116 | 1655 | - | - |
| 4 | RTI | 307 | 28 | 335 | 0 | 32 | 303 | - | - |
| 5 | Court Cases | 132 | 3 | 135 | 112 | 0 | 23 | - | - |
| 6 | Consumer Cases | 33 | 0 | 33 | 23 | 0 | 10 | - | - |
| 7 | Legal Notices | 41 | 1 | 42 | 19 | 0 | 23 | - | - |
| | Total | 513 | 32 | 545 | 154 | 32 | 359 | - | - |