

**MONTHLY STATUS OF COMPLAINTS & LITIGATION, CENTRAL ORGANISATION ECHS
AS ON 30 JUN 2019**

Ser No	Type	Total Cases for the year 2019 + BBF 2018	Recd during the month of Jun 19	Total Complaint in Process	Under process / Response awaited from lower HQs	Under process within Sec in COECHS	Total Pending	Pending for more than			Total Action Completed	Action Completed during the month
								6 Mths	3 Mths	Upto 3 Mths		
		(A)	(B)	(A + B)	(C)	(D)	(C+ D)					
1	COMPLAINTS RECD WEF 01 May 19	794	56	850	321	7	328	126	76	126	522	21
	BY E-MAIL 37											
	BY POST 28											
2	COAS Whatsapp	22	2	24	3	4	7	0	3	4	17	1
3	VIP Cases											
	(a) VIP Ref	12	0	12	1	0	1	0	0	1	11	0
	(b) COAS Sectt	65	5	70	18	4	22	1	5	16	48	3
	(c) AGs Sectt	42	2	44	7	4	11	4	4	3	33	6
	(d) PMO Ref	0	0	0	0	0	0	0	0	0	0	0
	(e) MOD Ref	153	9	162	23	8	31	3	9	19	131	9
	(f) CPGRAMS	317	110	427	45	20	65	0	0	65	362	78
	Total	1405	184	1589	418	47	465	134	97	234	1124	118
4	RTI	172	32	204	0	21	21	0	0	21	183	17
5	Court Cases/Legal Notices											
	Court Cases	159	9	168	149	0	149	-	-	-	19	5
	Consumer Cases	26	0	26	25	0	25	-	-	-	1	0
	Legal Notices	30	4	34	25	0	25	-	-	-	9	2
	Total	27	13	228	199	0	199	0	0	0	29	7

MONTHLY STATUS OF COMPLAINTS & LITIGATION, CENTRAL ORGANISATION ECHS

AS ON 31 MAR 2019

Ser No	Type	BBF AS ON 28 Feb 19	RECD DURING MAR 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 MAR 19	596	68	664	387	26	251	-	-
	BY E-MAIL 45								
	BY POST 23								
2	COAS Whatsapp	13	2	15	4	4	7	-	-
3	VIP Cases								
	(a) VIP Ref	8	0	8	0	2	6	-	-
	(b) COAS Sectt	41	3	44	11	3	30	-	-
	(c) AGs Sectt	18	9	27	6	6	15	-	-
	(d) PMO Ref	0	0	0	0	0	0	-	-
	(e) MOD Ref	78	22	100	20	14	66	-	-
	(f) CPGRAMS	111	77	188	38	18	132	-	-
	Total	865	181	1046	466	73	507	-	-
4	RTI	78	34	112	0	13	99	-	-
5	Court Cases	120	7	127	122	0	5	-	-
6	Consumer Cases	25	0	25	24	0	1	-	-
7	Legal Notices	24	1	25	22	0	3	-	-
	Total	247	42	289	168	13	108	-	-