

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	-	-