

**MONTHLY STATUS OF COMPLAINTS & LITIGATION, CENTRAL ORGANISATION ECHS  
AS ON 31 OCT 2018**

Ser No	Type	BBF AS ON 30 Sep 18	RECD DURING OCT 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 OCT 18	1038	80	1118	473	46	599	-	-
	BY E-MAIL 42								
	BY POST 38								
	(a) Indl 37								
	(b) Other Org 9								
	(c) Misc 2								
2	COAS Whatsapp	37	1	38	3	2	33		
3	VIP Cases								
	(a) VIP Ref	18	3	21	1	0	20	-	-
	(b) COAS Sectt	98	8	106	22	10	74	-	-
	(c) AGs Sectt	62	9	71	8	9	54	-	-
	(d) PMO Ref	14	1	15	0	1	14	-	-
	(e) MOD Ref	286	15	301	27	9	265	-	-
	(f) CPGRAMS	451	79	530	11	31	488	-	-
	<b>Total</b>	<b>2004</b>	<b>196</b>	<b>2200</b>	<b>545</b>	<b>108</b>	<b>1547</b>	<b>-</b>	<b>-</b>
4	RTI	267	40	307	0	20	287	-	-
5	Court Cases	125	7	132	114	0	18	-	-
6	Consumer Cases	31	2	33	24	0	9	-	-
7	Legal Notices	36	5	41	18	0	23	-	-
	<b>Total</b>	<b>459</b>	<b>54</b>	<b>513</b>	<b>156</b>	<b>20</b>	<b>337</b>	<b>-</b>	<b>-</b>