

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

Ser No	Type	BBF AS ON 31 MAR 18	RECD DURING APR 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 APR 18	492	88	580	257	85	238	-	-
	BY E-MAIL <b>51</b>								
	BY POST <b>37</b>								
	(a) Indl <b>23</b>								
	(b) Other Org <b>11</b>								
	(c) Misc <b>3</b>								
2	COAS Whatsapp	7	5	12	0	3	9	-	-
3	VIP Cases								
	(a) VIP Ref	2	3	5	0	0	5	-	-
	(b) COAS Ref	35	8	43	11	6	26	-	-
	(c) AG'S Ref	19	9	28	5	11	12	-	-
	(d) PMO Ref	9	0	9	0	0	9	-	-
	(e) MoD Ref Cases	94	39	133	23	38	72	-	-
	(f) CPGRAMS	93	51	144	18	5	121	-	-
	Total	<b>751</b>	<b>203</b>	<b>954</b>	<b>314</b>	<b>148</b>	<b>492</b>	-	-
4	RTI	85	44	129	0	12	117	-	-
5	Court Cases	103	4	107	98	0	9	-	-
6	Consumer Cases	30	1	31	28	0	3	-	-
7	Legal Notices	20	4	24	11	0	13	-	-
	<b>Total</b>	<b>238</b>	<b>53</b>	<b>291</b>	<b>137</b>	<b>12</b>	<b>142</b>	-	-