

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

Ser No	Type	BBF AS ON 30 JUN 18	RECD DURING JUL 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 JUL 18	780	63	843	372	36	435	-	-
	BY E-MAIL 21								
	BY POST 42								
	(a) Indl 19								
	(b) Other Org 22								
	(c) Misc 1								
2	COAS Whatsapp	24	5	29	4	3	22		
3	VIP Cases								
	(a) VIP Ref	10	1	11	0	2	9	-	-
	(b) COAS Sectt	66	13	79	18	7	54	-	-
	(c) AGs Sectt	46	3	49	5	6	38	-	-
	(d) PMO Ref	14	0	14	0	0	14	-	-
	(e) MOD Ref	217	34	251	38	22	191	-	-
	(f) CPGRAMS	250	37	287	16	11	260	-	-
	<b>Total</b>	<b>1407</b>	<b>156</b>	<b>1563</b>	<b>453</b>	<b>87</b>	<b>1023</b>	-	-
4	RTI	186	22	208	0	7	201	-	-
5	Court Cases	114	1	115	101	0	14	-	-
6	Consumer Cases	31	0	31	25	0	6	-	-
7	Legal Notices	30	3	33	13	0	20	-	-
	<b>Total</b>	<b>361</b>	<b>26</b>	<b>387</b>	<b>139</b>	<b>7</b>	<b>241</b>	-	-