

**MONTHLY STATUS OF COMPLAINTS & LITIGATION, CENTRAL ORGANISATION ECHS**  
**AS ON 31 DEC 2017**

Ser No	Type	BBF AS ON 30 NOV 17	RECD DURING DEC 17	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)						
<b>1</b>	COMPLAINTS RECD WEF 01 DEC 17	<b>1303</b>	<b>89</b>	<b>1392</b>	<b>190</b>	<b>45</b>	<b>1157</b>	<b>-</b>	<b>-</b>	
	BY E-MAIL									<b>51</b>
	BY POST									<b>38</b>
	(a) Indl									<b>15</b>
	(b) MoD									<b>9</b>
	(c) Other Org									<b>9</b>
	(d) Misc									<b>5</b>
CPGRAMS	<b>566</b>	<b>65</b>	<b>631</b>	<b>18</b>	<b>4</b>	<b>609</b>	<b>-</b>	<b>-</b>		
COAS Cases	<b>77</b>	<b>3</b>	<b>80</b>	<b>12</b>	<b>0</b>	<b>68</b>	<b>-</b>	<b>-</b>		
COAS Whatsapp Gp	<b>25</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>1</b>	<b>24</b>	<b>-</b>	<b>-</b>		
VIP Cases	<b>30</b>	<b>0</b>	<b>30</b>	<b>1</b>	<b>0</b>	<b>29</b>	<b>-</b>	<b>-</b>		
PMO Cases	<b>80</b>	<b>4</b>	<b>84</b>	<b>5</b>	<b>2</b>	<b>77</b>	<b>-</b>	<b>-</b>		
AG'S Cases	<b>53</b>	<b>5</b>	<b>58</b>	<b>2</b>	<b>5</b>	<b>51</b>	<b>-</b>	<b>-</b>		
<b>Total</b>	<b>2134</b>	<b>166</b>	<b>2300</b>	<b>228</b>	<b>57</b>	<b>2015</b>	<b>-</b>	<b>-</b>		
<b>2</b>	RTI	<b>287</b>	<b>20</b>	<b>307</b>	<b>0</b>	<b>5</b>	<b>302</b>	<b>-</b>	<b>-</b>	
<b>3</b>	Court Cases	<b>166</b>	<b>2</b>	<b>168</b>	<b>90</b>	<b>0</b>	<b>78</b>	<b>-</b>	<b>-</b>	
<b>4</b>	Consumer Cases	<b>39</b>	<b>0</b>	<b>39</b>	<b>30</b>	<b>0</b>	<b>9</b>	<b>-</b>	<b>-</b>	
<b>5</b>	Legal Notices	<b>41</b>	<b>3</b>	<b>44</b>	<b>12</b>	<b>0</b>	<b>32</b>	<b>-</b>	<b>-</b>	
<b>Total</b>	<b>533</b>	<b>25</b>	<b>558</b>	<b>132</b>	<b>5</b>	<b>421</b>	<b>-</b>	<b>-</b>		