

**Monthly Report on Consumer Grievances handled by the CGRF**

**A. Summary of Grievance Redressal during the Month of November 2016**

Sr. No.	Name of Forum	No. of Grievances pending on start date	No. of Grievances received during the Month	Total No. of Grievances during the Month	No. of Grievances not admitted or withdrawn during the period	Total No. of Grievances Actionable during the Month	No. of Grievances redressed		Total No. of Grievances redressed during the Month	Total No. of pending at end of Month	No. of Grievances redressed	
							Within 60 days	Beyond 60 days			in favour of Consumer	in favour of Licensee
		A	B	C (=A+B)	D	E(=C-D)	F	G	H (=F+G)	I=(E-H)	J	K (=H-J)
1	Bhandup	31	8	39	0	39	0	18	18	21	17	1
2	Kalyan	157	17	174	4	170	10	6	16	154	6	10
3	Ratnagiri	0	2	2	0	2	0	0	0	2	0	0
4	Kolhapur	9	3	12	1	11	7	1	8	3	6	2
5	Nashik	5	1	6	0	6	5	0	5	1	4	1
6	Jalgaon	1	6	7	0	7	1	0	1	6	0	1
7	Pune	1	5	6	0	6	1	0	1	5	1	0
8	Baramati	5	1	6	0	6	1	1	2	4	1	1
9	Latur	10	0	10	0	10	0	1	1	9	0	1
10	Nanded	3	0	3	0	3	0	2	2	1	1	1
11	Aurangabad	6	3	9	0	9	0	1	1	8	1	0
12	Nagpur	18	11	29	0	29	15	0	15	14	8	7
13	Chandrapur	1	1	2	0	2	2	0	2	0	0	2
14	Gondia	0	0	0	0	0	0	0	0	0	0	0
15	Akola	1	1	2	0	2	1	0	1	1	1	0
16	Amravati	6	0	6	0	6	1	0	1	5	1	0
<b>Grand Total</b>		<b>254</b>	<b>59</b>	<b>313</b>	<b>5</b>	<b>308</b>	<b>44</b>	<b>30</b>	<b>74</b>	<b>234</b>	<b>47</b>	<b>27</b>

Note: The report provided herein is based on the data provided by the field offices which is subjected to subsequent corrections if any.