

Monthly Report on Consumer Grievances handled by the CGRF
A. Summary of Grievance Redressal during the Month of February 2019

	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No. of Grievances received during the Month	Total No. of Grievances during the Month	No. of Grievances not admitted or withdrawn during the period	Total No. of Grievances Actionable during the Month	No. of Grievances redressed		Total No. of Grievances redressed during the Month	Total No.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	131	10	141	0	141	0	30	30	111	25	5
2	Kalyan	14	17	31	0	31	11	0	11	20	5	6
3	Ratnagiri	7	0	7	0	7	0	0	0	7	0	0
4	Kolhapur	42	2	44	0	44	1	1	2	42	2	0
5	Nashik	15	5	20	0	20	16	4	20	0	16	4
6	Jalgaon	5	0	5	0	5	0	5	5	0	3	2
7	Pune	11	3	14	0	14	1	5	6	8	3	3
8	Baramati	5	0	5	0	5	0	0	0	5	0	0
9	Latur	5	1	6	0	6	0	0	0	6	0	0
10	Nanded	3	3	6	0	6	0	0	0	6	0	0
11	Aurangabad	21	7	28	0	28	0	5	5	23	3	2
12	Nagpur	31	9	40	0	40	7	4	11	29	2	9
13	Chandrapur	0	0	0	0	0	0	0	0	0	0	0
14	Gondia	9	3	12	0	12	0	0	0	12	0	0
15	Akola	13	1	14	0	14	9	0	9	5	7	2
16	Amravati	3	2	5	0	5	2	0	2	3	2	0
Grand Total		315	63	378	0	378	47	54	101	277	68	33

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