

Monthly Report on Consumer Grievances handled by the CGRF
A. Summary of Grievance Redressal during the Month of March 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of Grievances received during the Month | Total No. of Grievances during the Month | No. of Grievances not admitted or withdrawn during the period | Total No. of Grievances Actionable during the Month | No. of Grievances redressed | | Total No. of Grievances redressed during the Month |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 | 111 | 17 | 128 | 0 | 128 | 0 | 15 | 15 | 113 | 9 | 6 |
| 2 | Kalyan | 20 | 34 | 54 | 0 | 54 | 20 | 0 | 20 | 34 | 12 | 8 |
| 3 | Ratnagiri | 7 | 2 | 9 | 0 | 9 | 1 | 0 | 1 | 8 | 1 | 0 |
| 4 | Kolhapur | 42 | 4 | 46 | 0 | 46 | 1 | 26 | 27 | 19 | 26 | 1 |
| 5 | Nashik | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 3 | 0 | 0 |
| 6 | Jalgaon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Pune | 8 | 11 | 19 | 0 | 19 | 0 | 3 | 3 | 16 | 0 | 3 |
| 8 | Baramati | 5 | 1 | 6 | 0 | 6 | 3 | 2 | 5 | 1 | 3 | 2 |
| 9 | Latur | 6 | 0 | 6 | 0 | 6 | 0 | 2 | 2 | 4 | 2 | 0 |
| 10 | Nanded | 6 | 0 | 6 | 0 | 6 | 0 | 0 | 0 | 6 | 0 | 0 |
| 11 | Aurangabad | 23 | 2 | 25 | 1 | 24 | 1 | 6 | 7 | 17 | 5 | 2 |
| 12 | Nagpur | 29 | 11 | 40 | 0 | 40 | 3 | 7 | 10 | 30 | 4 | 6 |
| 13 | Chandrapur | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| 14 | Gondia | 12 | 0 | 12 | 2 | 10 | 0 | 1 | 1 | 9 | 0 | 1 |
| 15 | Akola | 5 | 8 | 13 | 0 | 13 | 5 | 0 | 5 | 8 | 4 | 1 |
| 16 | Amravati | 3 | 1 | 4 | 0 | 4 | 1 | 0 | 1 | 3 | 1 | 0 |
| Grand Total | | 277 | 95 | 372 | 3 | 369 | 35 | 62 | 97 | 272 | 67 | 30 |

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