

**DAILY REPORT ON PUBLIC GRIEVANCES: STATUS AS ON**

**11<sup>TH</sup> MAY 2018**

Complaints/Grievances/Representations etc. received through letter, emails etc from ECI, CEO and other sources are referred to the DEOs of districts and ADEOs of BBMP for redressal and report. They relate to issues of Electoral Roll, Epic, complaints against officials etc. References pertaining to the State level are referred to the concerned Departments for report. Information regarding the above is furnished in **Statement I**.

Status of disposal of online requests/complaint made using Karnataka PGR Complaints portal and ECI-PGR portal is shown in **Statement II**

Disposal of cases on SAMADHAN Platform is shown in **STATEMENT III**

**STATEMENT I: STATUS AS ON 11<sup>TH</sup> MAY 2018**

<b>Total number of complaint received</b>	<b>No of complaints received during the day</b>	<b>Cumulative total</b>	<b>No of complaints disposed</b>	<b>Pending</b>
1538	18	1556	1537	19

**STATEMENT II: STATUS AS ON 11<sup>TH</sup> MAY 2018**

<b>Complaints Disposal</b>	<b>Open</b>	<b>Resolved</b>	<b>In Progress</b>	<b>Closed</b>	<b>Defaulted</b>	<b>Total</b>
<b>1. Karnataka PGR Complaints</b>	44	2	8	7432	25	7858
<b>2. ECI-PGR</b>	51	0	1	581	127	898

Status of disposal of online complaints/requests uploaded using **SAMADHAN Portal** is shown in Statement III.

**STATEMENT III: STATUS AS ON 11<sup>TH</sup> MAY 2018**

<b>Total Receipt</b>	<b>Disposal</b>	<b>In Process (In Time)</b>
2636	2468	168

**DETAILS OF COMPLAINTS - MCC VIOLATION**As on  
11.05.2018

Sl. No.	Category of Complaint	Opening Balance	Complaints Received Today	Total Complaints	Total Complaints Addressed	Pending Complaints
1	1950	0	4	51	51	0
2	E-mail	0	1	25	25	0
3	Hand Complaints	2	10	191	189	2
4	News Paper	0	0	46	46	0
5	Social Media	0	0	4	4	0
6	TV Channel	1	10	100	97	3
	<b>TOTAL</b>	<b>3</b>	<b>25</b>	<b>417</b>	<b>412</b>	<b>5</b>

**DETAILS OF COMPLAINTS AGAINST OFFICIALS**As on  
11.05.2018

Sl. No.	Category of Complaint	Opening Balance	Complaints Received Today	Total Complaints	Total Complaints Addressed	Pending Complaints
1	1950	0	0	19	19	0
2	E-mail	0	1	31	31	0
3	Hand Complaints	3	23	536	535	1
4	News Paper	0	0	8	8	0
5	Social Media	0	0	1	1	0
6	TV Channel	0	0	5	5	0
	<b>TOTAL</b>	<b>3</b>	<b>24</b>	<b>600</b>	<b>599</b>	<b>1</b>

**DETAILS OF COMPLAINTS : MISCELLANEOUS**

As on  
11.05.2018

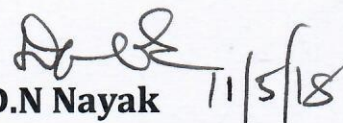
Sl. No.	Category of Complaint	Opening Balance	Complaints Received Today	Total Complaints	Total Complaints Addressed	Pending Complaints
1	1950	2	3	16	15	1
2	E-mail	1	21	70	67	3
3	Hand Complaints	6	21	397	393	4
4	News Paper	0	0	29	29	0
5	Social Media	0	0	6	6	0
6	TV Channel	0	0	11	11	0
	<b>TOTAL</b>	<b>9</b>	<b>45</b>	<b>529</b>	<b>521</b>	<b>8</b>

**DETAILS OF COMPLAINTS -ADVERTISEMENTS**

As on  
11.05.2018

Sl. No.	Category of Complaint	Opening Balance	Complaints Received Today	Total Complaints	Total Complaints Addressed	Pending Complaints
1	News Paper	0	1	28	28	0
2	Social Media	0	0	0	0	0
3	TV Channels	0	0	6	6	0
	<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>34</b>	<b>34</b>	<b>0</b>

Yours faithfully

  
D.N Nayak 11/5/18  
Senior Consultant  
Complaint Monitoring Cell