

DAILY REPORT ON PUBLIC GRIEVANCES: STATUS AS ON

04TH 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 04TH MAY 2018

Total number of complaint received	No of complaints received during the day	Cumulative total	No of complaints disposed	Pending
1190	19	1209	1164	45

STATEMENT II: STATUS AS ON 04TH MAY 2018

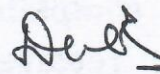
Complaints Disposal	Open	Resolved	In Progress	Closed	Defaulted	Total
1. Karnataka PGR Complaints	30	2	5	7420	15	7581
2. ECI-PGR	34	0	4	581	101	771

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

STATEMENT III: STATUS AS ON 04TH MAY 2018

Total Receipt	Disposal	In Process (In Time)
1667	1586	81

Yours faithfully



D.N Nayak
Senior Consultant
Complaint Monitoring Cell

DETAILS OF COMPLAINTS - MCC VIOLATION

As on 04.05.2018

Sl. No.	Category of Complaint	Opening Balance	s Received Today	Total Complaints	Total Complaints Addressed	Pending Complaints
1	1950	3	0	44	41	3
2	E-mail	1	0	15	15	0
3	Hand Complaints	5	7	150	146	4
4	News Paper	3	0	46	44	2
5	Social Media	0	0	3	3	0
6	TV Channel	3	1	74	72	2
	TOTAL	15	8	332	321	11

DETAILS OF COMPLAINTS AGAINST OFFICIALS

As on 04.05.2018

Sl. No.	Category of Complaint	Opening Balance	s Received Today	Total Complaints	Total Complaints Addressed	Pending Complaints
1	1950	0	0	18	18	0
2	E-mail	0	0	27	27	0
3	Hand Complaints	10	25	447	435	12
4	News Paper	0	0	8	8	0
5	Social Media	0	0	1	1	0
6	TV Channel	0	0	5	5	0
	TOTAL	10	25	506	494	12

DETAILS OF COMPLAINTS : MISCELLANEOUS

As on 04.05.2018

Sl. No.	Category of Complaint	Opening Balance	s Received Today	Total Complaints	Total Complaints Addressed	Pending Complaints
1	1950	0	0	11	11	0
2	E-mail	3	1	30	27	3
3	Hand Complaints	6	18	272	266	6
4	News Paper	1	0	25	24	1
5	Social Media	0	1	5	5	0
6	TV Channel	1	0	11	10	1
	TOTAL	11	20	354	343	11

DETAILS OF COMPLAINTS -ADVERTISEMENTS

As on 04.05.2018

Sl. No.	Category of Complaint	Opening Balance	s Received Today	Total Complaints	Total Complaints Addressed	Pending Complaints
1	News Paper	0	1	22	22	0
2	Social Media	0	0	0	0	0
3	TV Channels	0	0	6	6	0
	TOTAL	0	1	28	28	0