

COMPLAINTS RESOLUTION DURING LAST SIX YEARS

Description	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	Total
Complaints received	35	381	1013	1376	1303	1336	5444
Complaints Resolved/Disposed	17	363	750	1384	1154	1353	5021
Appeal to Authority against the decisions of Designated Officers/Review Petitions	-	4	24	36	44	78	186
Appeals/Review Petitions decided by the Authority	-	2	17	23	30	82	154
Appeal to High Court against the decisions of the Authority	-	-	2	-	2	10	14
Gas connections provided by companies on intervention of OGRA	-	40	115	167	409	384	1115
Relief provided by gas utilities on intervention of OGRA (in Million Rupees)		0.132	0.873	15.146	26.770	53.95	96.80