

Complaints Received / Decided for the period 2003 - 2019

	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Complaints Received (Nos.)	35	381	1,013	1,376	1,303	1,336	1,778	4,839	5,315	5,200	4,146	4,514	3,829	4,556	6,514	8,107	54,242
Complaints Decided (Nos.)	17	363	750	1,384	1,154	1,353	1,907	3,982	5,034	5,373	4,860	4,148	2,838	5,985	5,850	7,104	52,102
Gas connection provided by companies on intervention of OGRA (Nos.)	-	40	115	167	409	384	469	732	770	909	353	324	208	328	625	796	6,629
Relief provided by gas utilities on intervention of OGRA (Rs. in million)	-	0.132	0.873	15.14	26.77	53.95	56.00	15.04	34.61	11.23	23.72	18.27	183.61	505.8	232.45	1308.7	2,486