



Complaints Analysis 2018-19

Complaints Summary (2018-19)

| Complaints received and redressed | FY 2018-19 |
|--|-------------------|
| (a) No. of complaints pending at the beginning of the year | 122 |
| (b) No. of complaints received during the year | 28911 |
| (c) No. of complaints redressed during the year | 28138 |
| (d) No. of complaints pending at the end of the year | 895 |

| BO Awards | FY 2018-19 |
|--|-------------------|
| (a) No. of Awards at the beginning of the year | NIL |
| (b) No. of Awards passed during the year | NIL |
| (c) No. of Awards pending at the end of the year | NIL |

Top 5 Complaints

