



# Complaint Analysis : FY2018 - FY2019

May 6, 2019

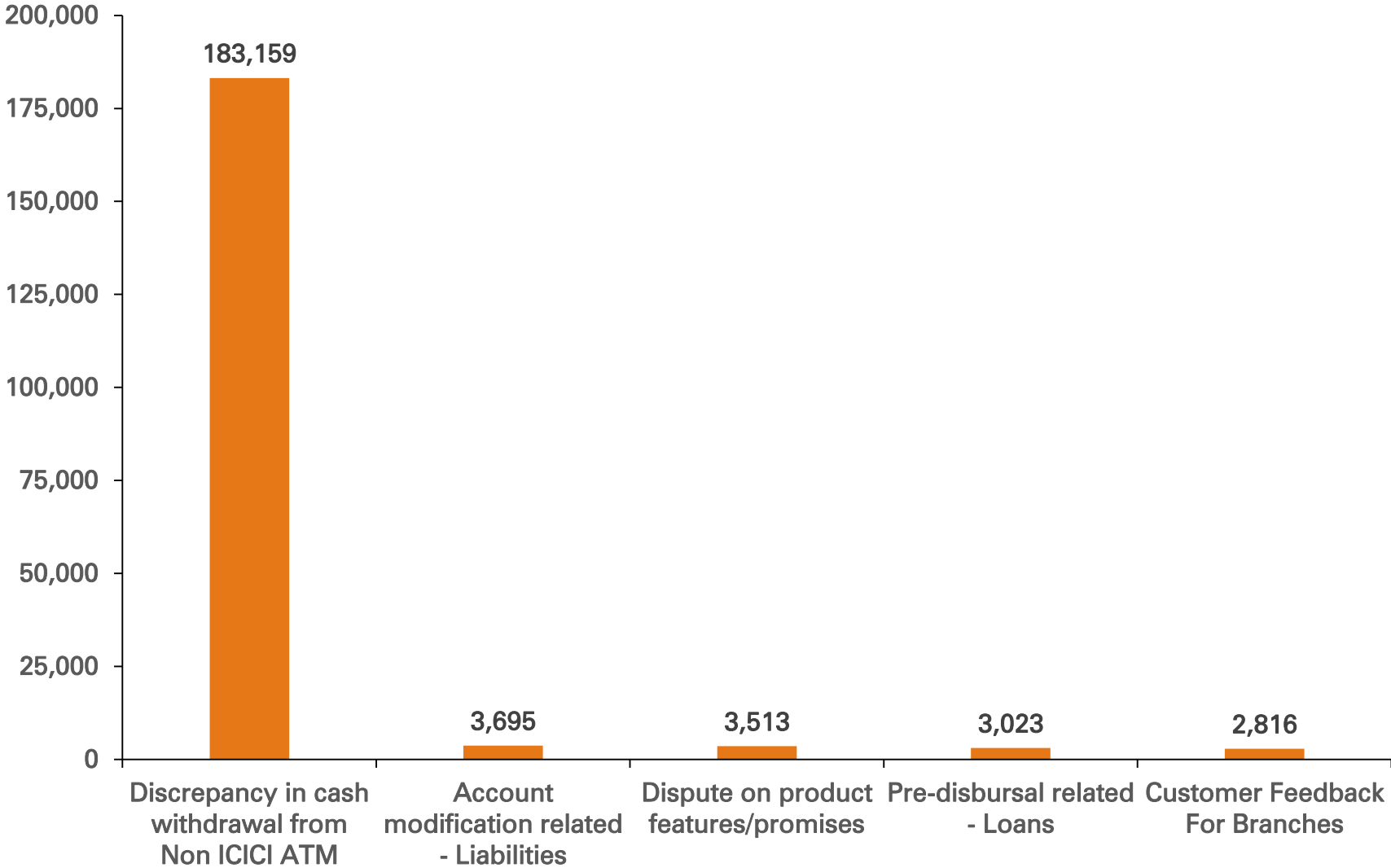
# Summary

<b>Particulars</b>	<b>FY2018</b>	<b>FY2019</b>
No. of complaints pending at the beginning of the FY	4,272	6,209
No. of complaints received during the FY	237,343	264,726
No. of complaints redressed during the FY	235,406	262,259
No. of complaints pending at the end of the FY	6,209	8,676

<b>Particulars</b>	<b>FY2018</b>	<b>FY2019</b>
No. of unimplemented awards at the beginning of the FY	-	-
No. of awards passed by the BO during the FY	-	-
No. of awards implemented during the FY	-	-
No. of unimplemented awards at the end of the FY	-	-



# Top 5 Complaints





**Thank you**