



Complaint Analysis: FY2019 - FY2020

May 9, 2020

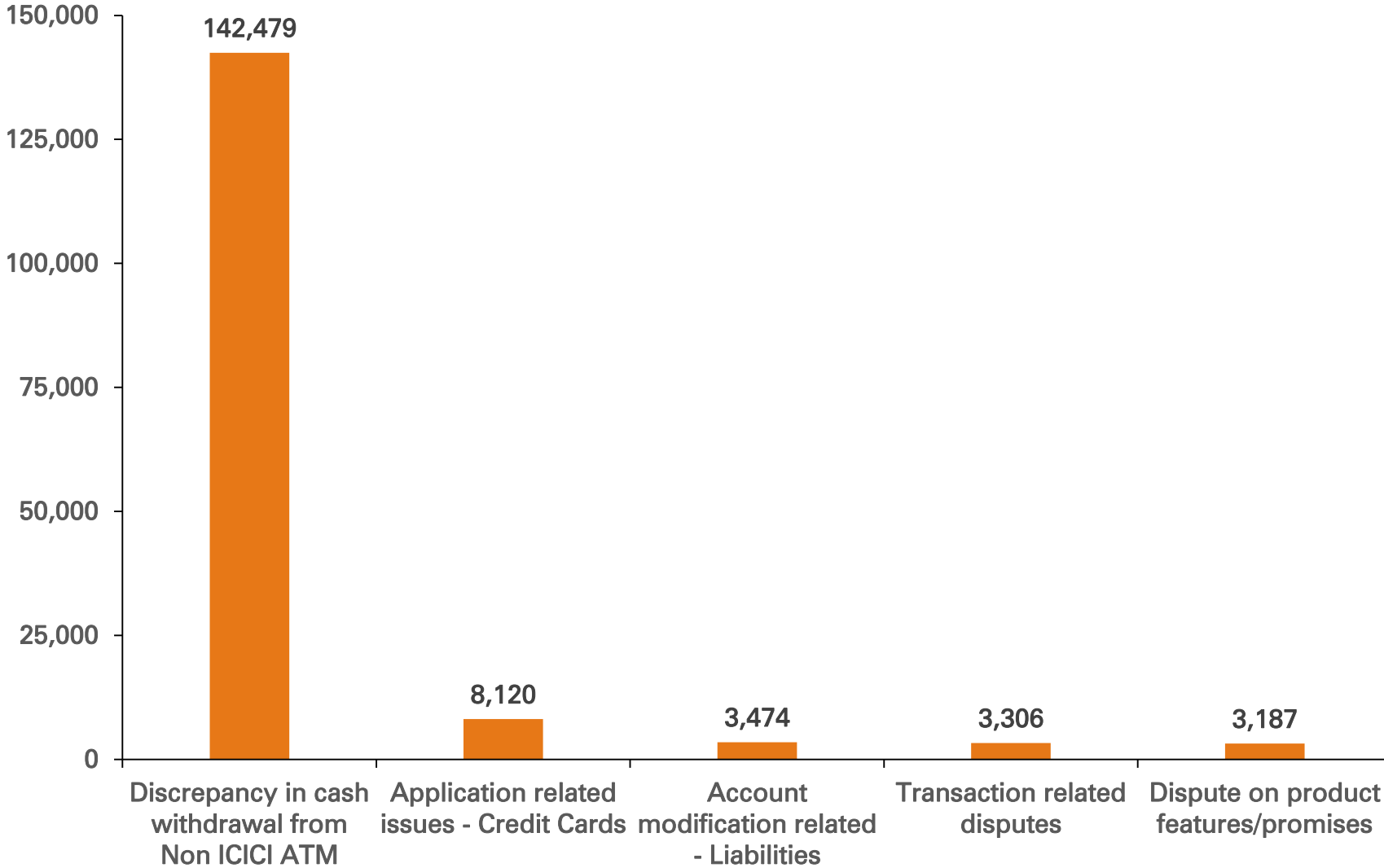
Summary

Particulars	FY2019	FY2020
No. of complaints pending at the beginning of the FY	6,209	8,676
No. of complaints received during the FY	264,726	234,812
No. of complaints redressed during the FY	262,259	239,531
No. of complaints pending at the end of the FY	8,676	3,957

Particulars	FY2019	FY2020
No. of unimplemented awards at the beginning of the FY	0	0
No. of awards passed by the BO during the FY	0	0
No. of awards implemented during the FY	0	0
No. of unimplemented awards at the end of the FY	0	0



Top 5 Complaints





Thank you