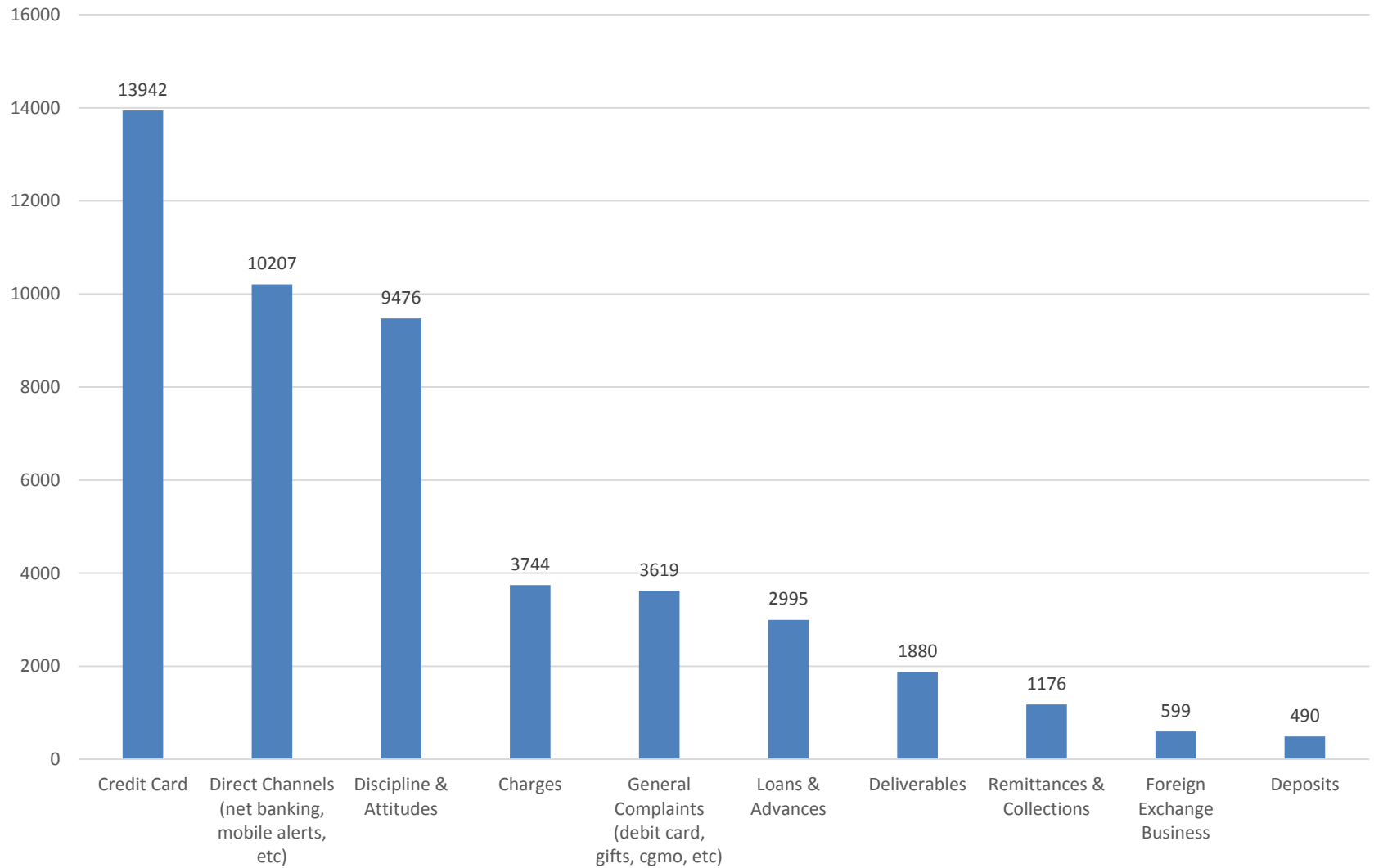


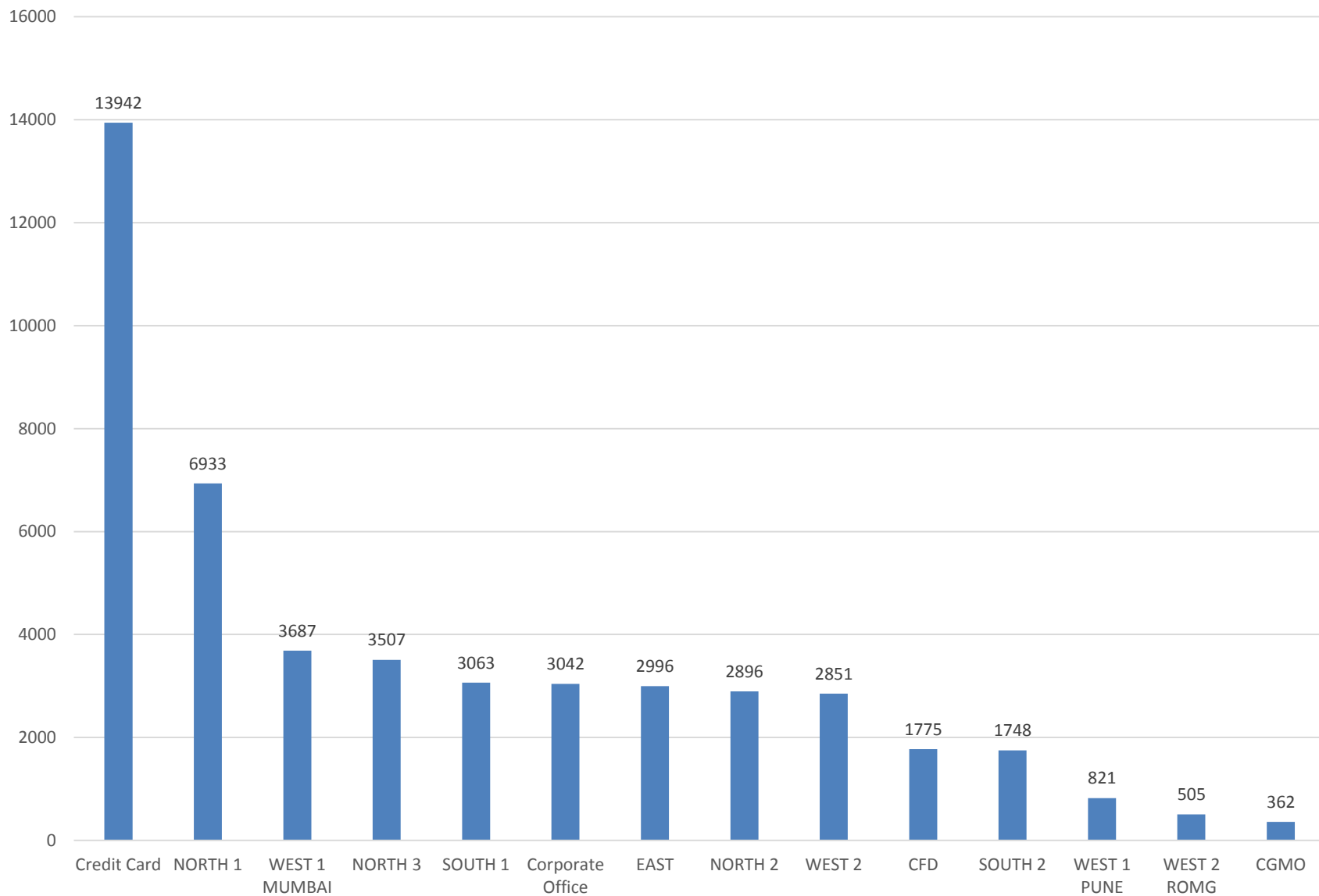
# ***Complaints Analysis***

***FY 2017-18***

## Nature wise complaint - FY 2017-18



## Zone wise complaint – FY 2017-18



# Disclosure of Complaints

## Position of Complaints FY wise:

Particulars	FY 2016-17	FY 2017-18
(a) No. of complaints pending at the beginning of the year.	455	2084
(b) No. of complaints received during the year.	36978	48128
(c) No. of complaints redressed during the year.	35349	49460
(d) No. of complaints pending at the end of the year.	2084	752

Particulars	FY 2016-17	FY 2017-18
(a) No. of unimplemented Awards at the being of the year	Nil	Nil
(b) No. of awards passed by the B.O during the year	Nil	Nil
(c) No of awards implemented during the year	Nil	Nil
(d) No of unimplemented awards at the end of the year	Nil	Nil

***Thank You***