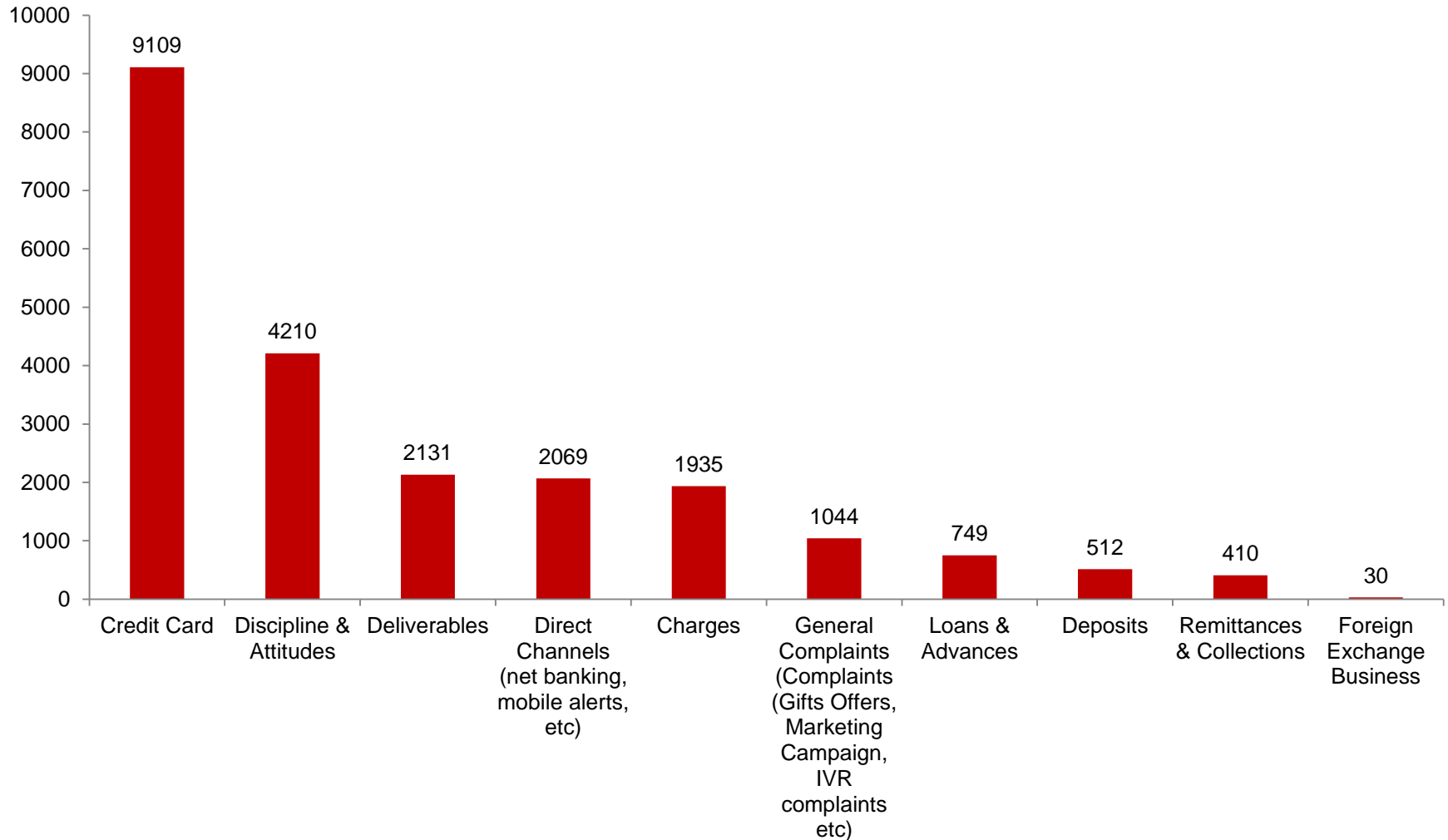


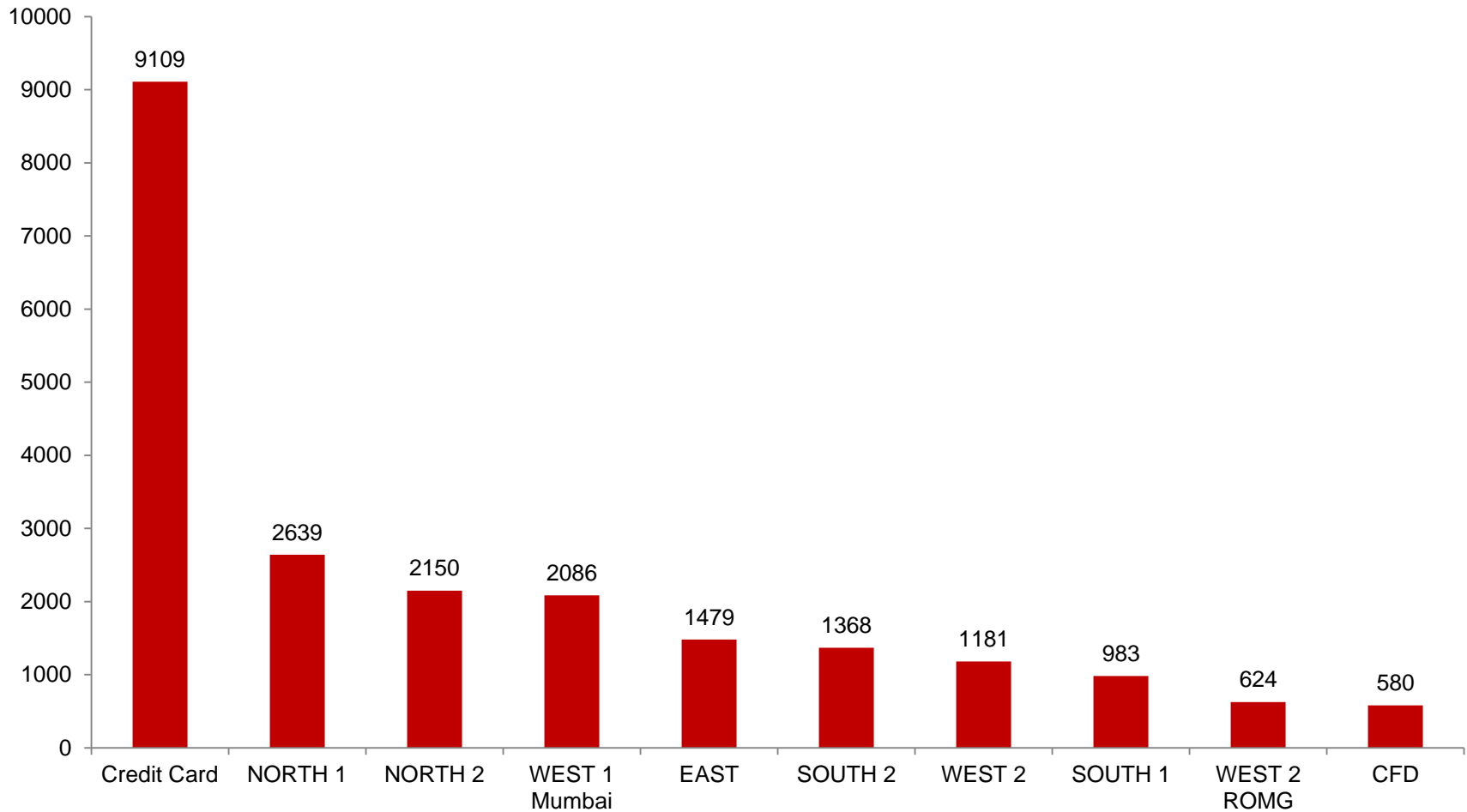
# ***Complaints Analysis***

***FY 2014-15***

## Nature of Complaints received FY 2014-15



## ***Zone wise no. of complaints received FY 2014-15***



# Disclosure of Complaints

## Position of Complaints FY wise:

Particulars	FY 2013-14	FY 2014-15
(a) No. of complaints pending at the beginning of the year.	377	310
(b) No. of complaints received during the year.	19501	22199
(c) No. of complaints redressed during the year.	19568	22169
(d) No. of complaints pending at the end of the year.	310	340

Particulars	FY 2013-14	FY 2014-15
(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	5	Nil
(c) No of awards implemented during the year	5	Nil
(d) No of unimplemented awards at the end of the year	Nil	Nil

***Thank You***