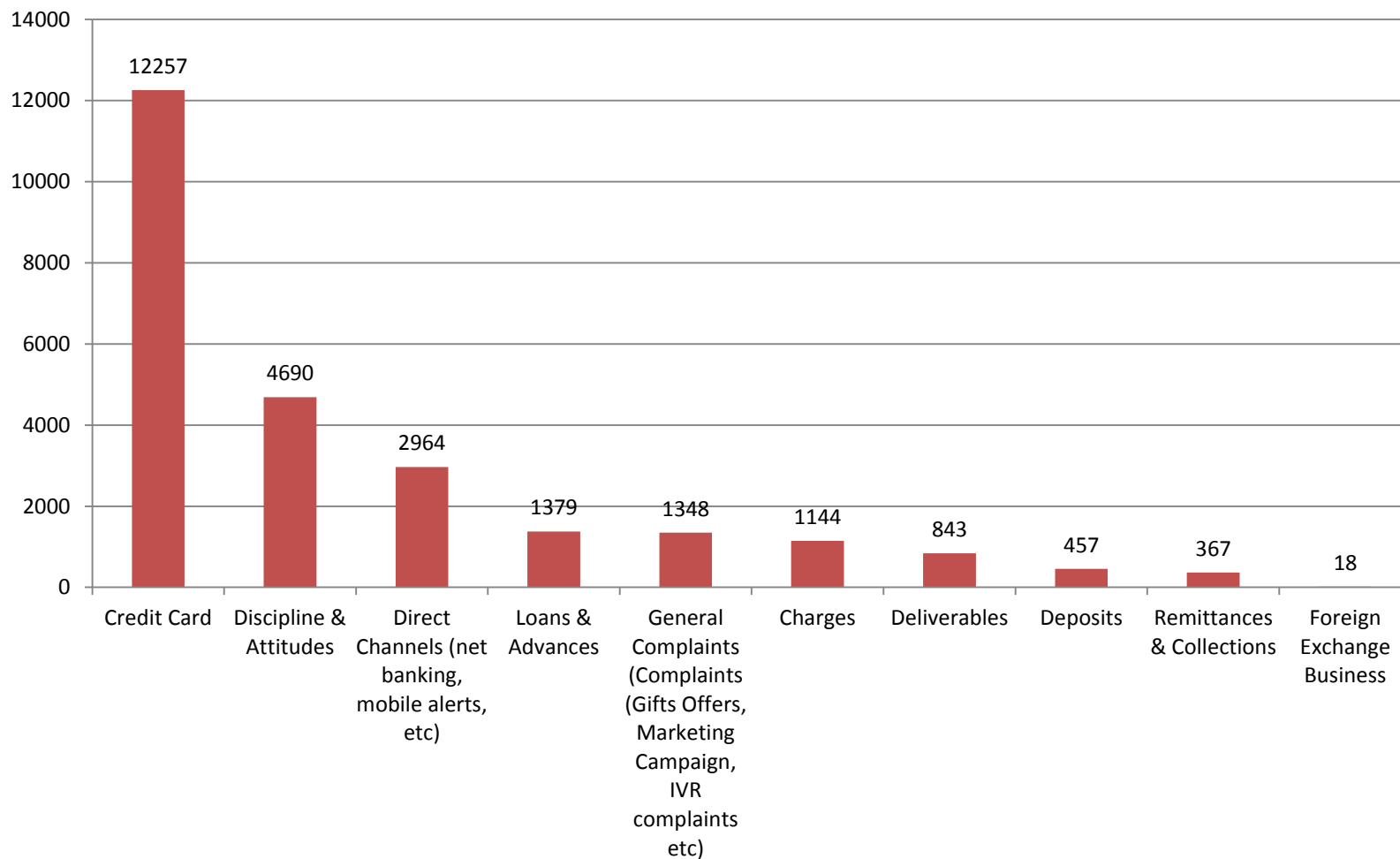


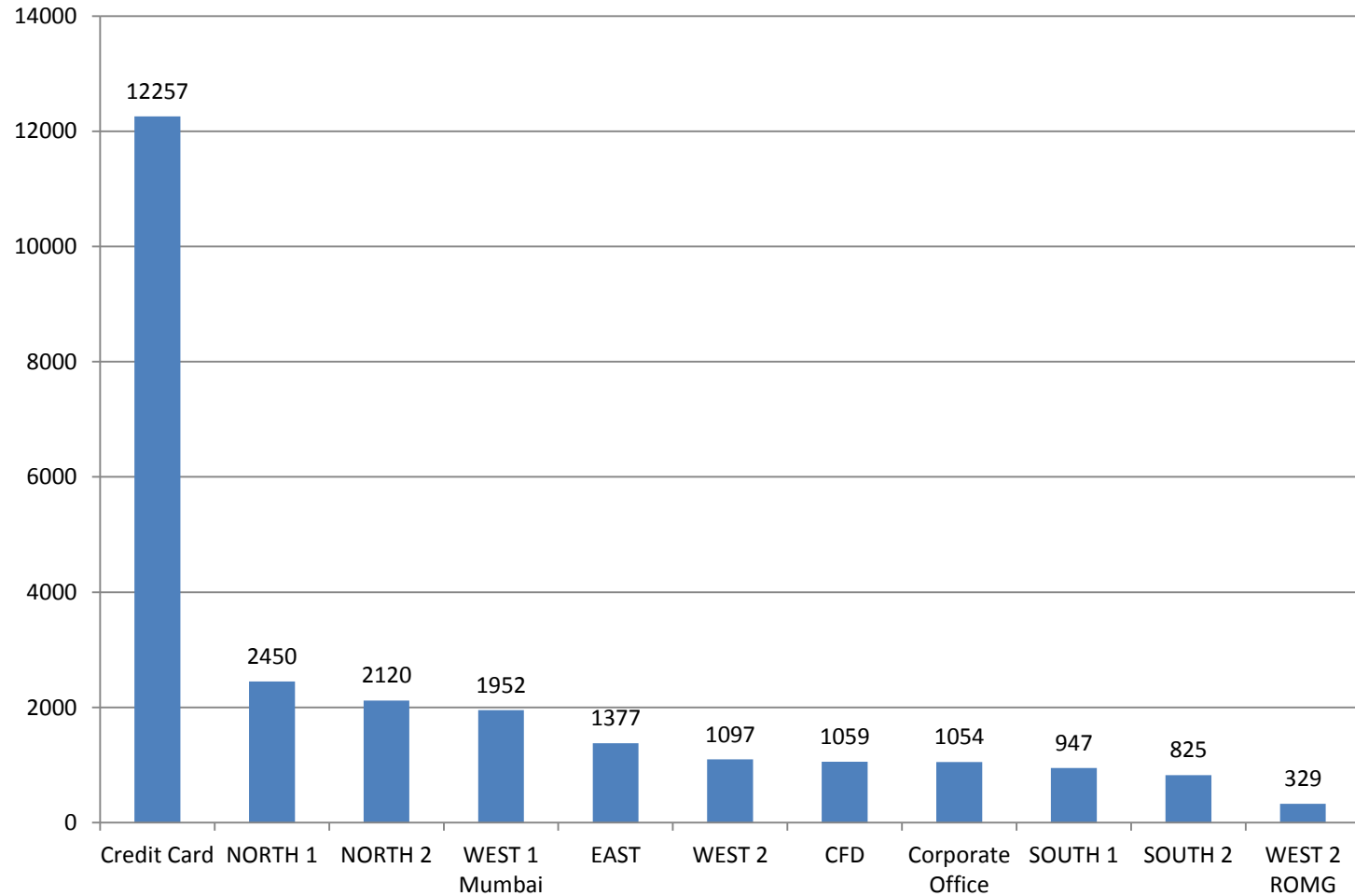
Complaints Analysis

FY 2015-16

Nature of Complaints received FY 2015-16



Zone wise no. of complaints received FY 2015-16



Disclosure of Complaints

Position of Complaints FY wise:

Particulars	FY 2014-15	FY 2015-16
(a) No. of complaints pending at the beginning of the year.	310	340
(b) No. of complaints received during the year.	22199	25467
(c) No. of complaints redressed during the year.	22169	25352
(d) No. of complaints pending at the end of the year.	340	455

Particulars	FY 2014-15	FY 2015-16
(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