



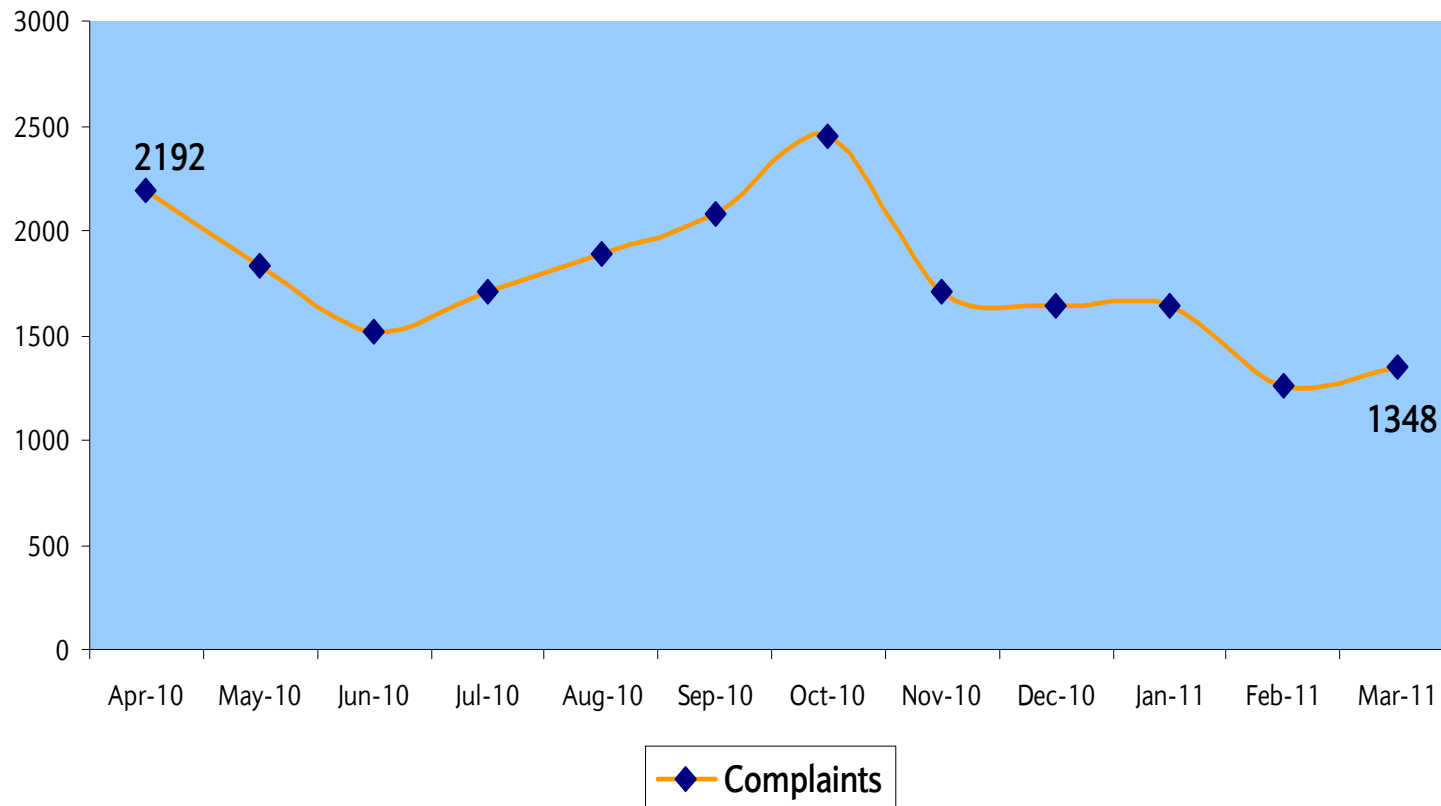
Complaint Analysis: 2010 - 2011

Summary

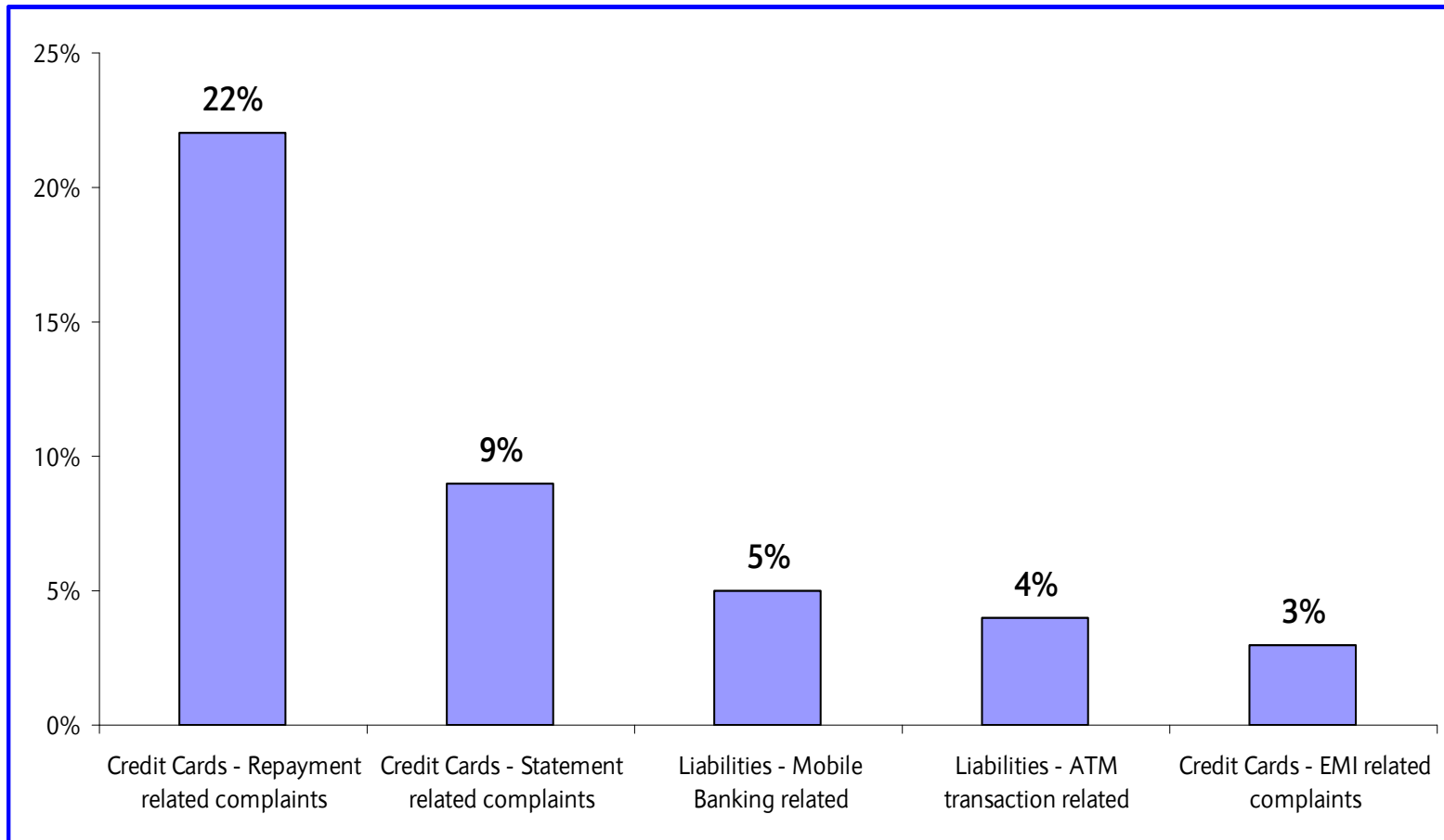
Particulars	Complaints
No. of complaints pending as of March 31, 2010	1542
No. of complaints received during FY 2010 - 2011	21263
No. of complaints redressed during FY 2010 - 2011	22084
No. of complaints pending as of March 31, 2011	721

Particulars	Details
No. of unimplemented awards as on March 31, 2010	0
No. of awards passed by BO during FY 2010 - 2011	0
No. of awards implemented during FY 2010 - 2011	0
No. of awards unimplemented during FY 2010 - 2011	0

Trend of Complaints



Top 5 Issues



Thank You