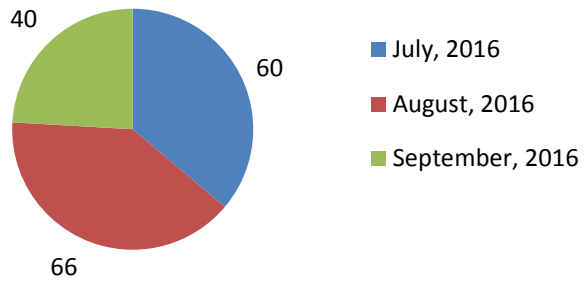


GRAHAK SUVIDHA KENDRA

COMPLAINTS AND ADVISORIES - DATA AND GRAPHS (July, 2016 to September, 2016)

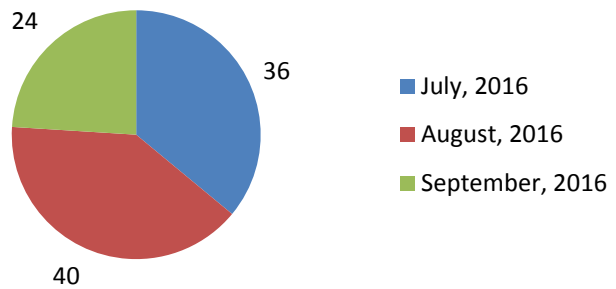
Monthwise Complaints (in number)	
July, 2016	60
August, 2016	66
September, 2016	40
Total	166

Monthwise Complaints (in Number)



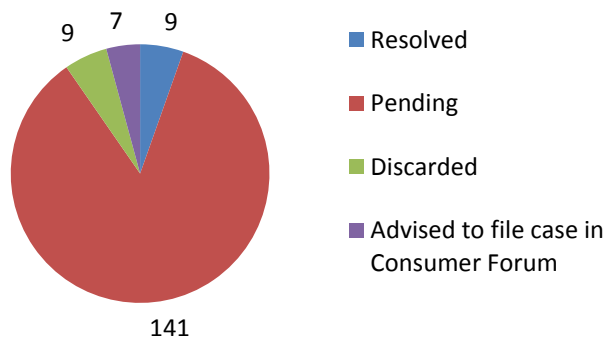
Monthwise Complaints (in percentage)	
July, 2016	36
August, 2016	40
September, 2016	24
Total	100

Monthwise Complaints (in Percentage)



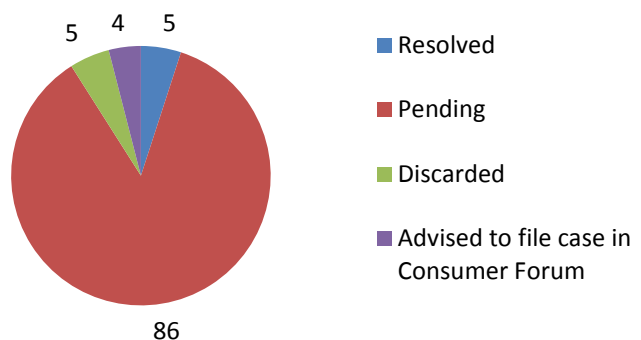
Status of Complaints (in number)	
Resolved	9
Pending	141
Discarded	9
Advised to file case in Consumer Forum	7
Total	166

Status of Complaints (in Number)

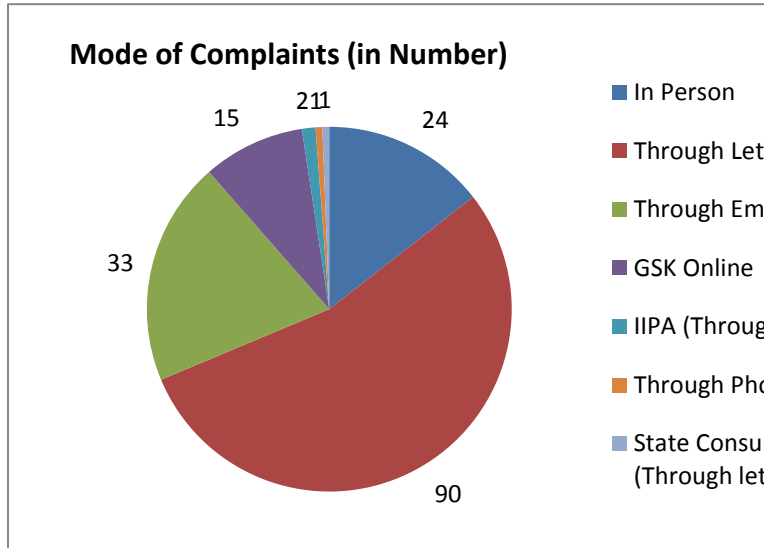


Status of Complaints (in Percentage)	
Resolved	5
Pending	86
Discarded	5
Advised to file case in Consumer Forum	4
Total	100

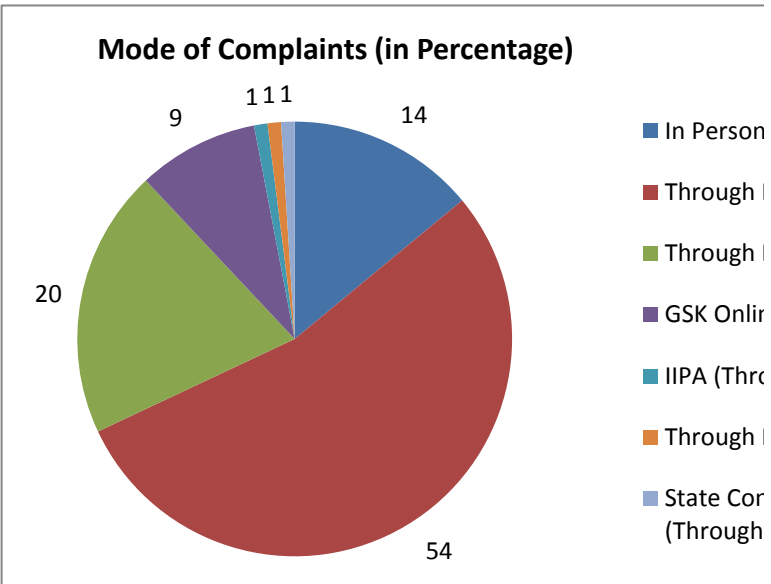
Status of Complaints (in Percentage)



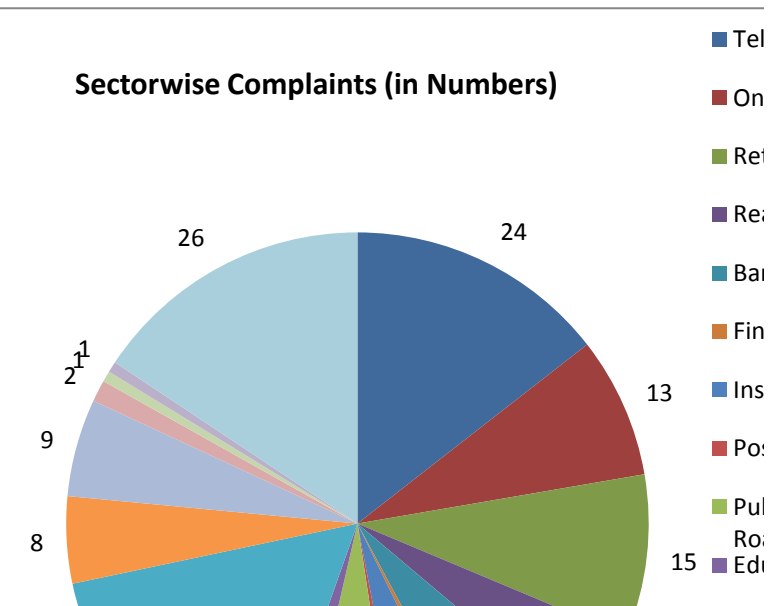
Mode of Complaints (in number)	
In Person	24
Through Letters	90
Through Emails	33
GSK Online	15
IIPA (Through letter)	2
Through Phones	1
State Consumer Helpline (Through letter)	1
Total	166



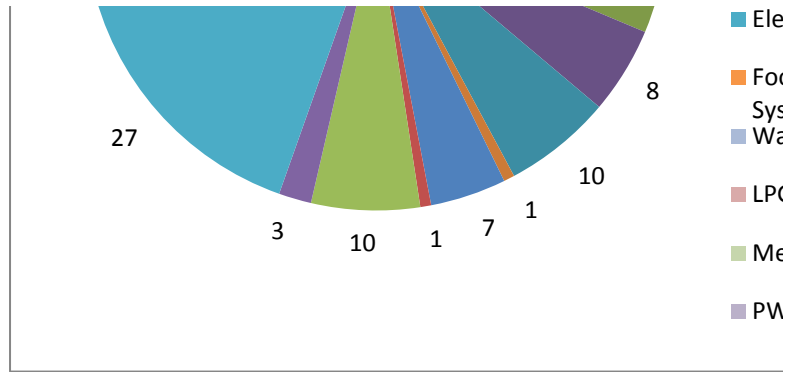
Mode of Complaints (in Percentage)	
In Person	14
Through Letters	54
Through Emails	20
GSK Online	9
IIPA (Through letter)	1
Through Phones	1
State Consumer Helpline (Through letter)	1
Total	100



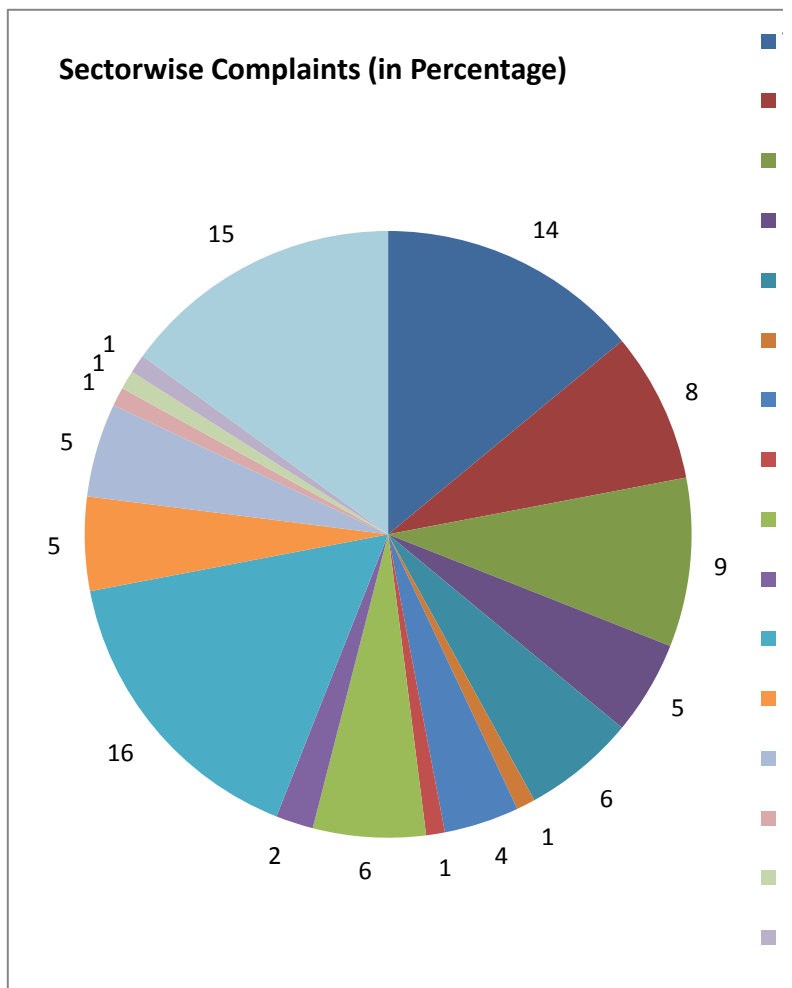
Sectorwise Complaints (in Numbers)	
Telecom	24
Online Shopping	13
Retail	15
Real Estate	8
Banking	10
Financial Services	1
Insurance	7
Post Office/ Courier	1
Public Transport (Railways/ Roadways/ Airlines)	10
Education	3
Electricity	27



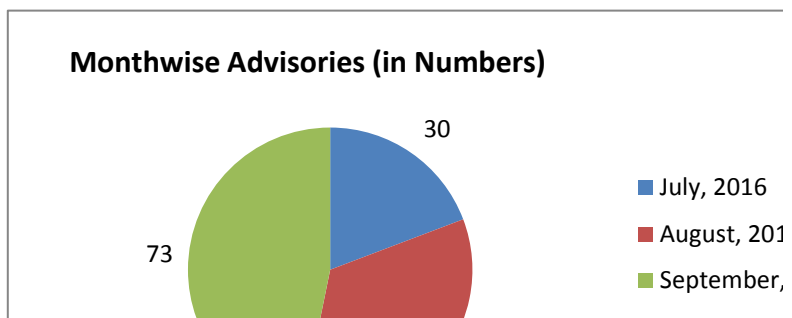
Food and Public Distribution System	8
Water	9
LPG Gas and Petroleum	2
Medical and Health	1
PWD	1
Others	26
Total	166



Sectorwise Complaints (in Percentage)	
Telecom	14
Online Shopping	8
Retail	9
Real Estate	5
Banking	6
Financial Services	1
Insurance	4
Post Office/ Courier	1
Public Transport (Railways/ Roadways/ Airlines)	6
Education	2
Electricity	16
Food and Public Distribution System	5
Water	5
LPG Gas and Petroleum	1
Medical and Health	1
PWD	1
Others	15
Total	100



Monthwise Advisories (in number)	
July, 2016	30
August, 2016	53
September, 2016	73

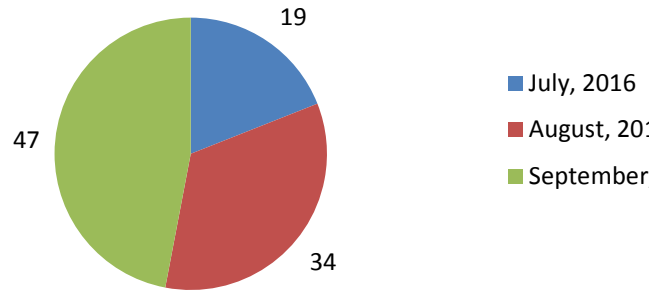


Total	156
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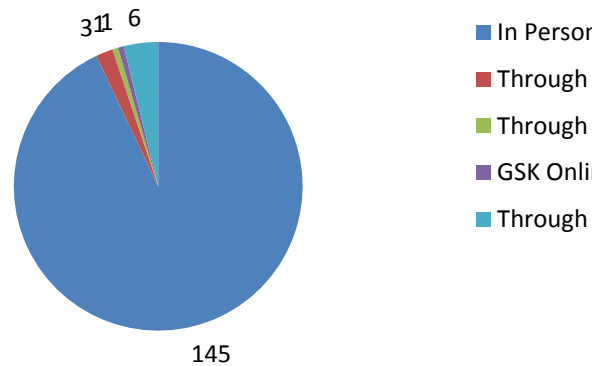
Monthwise Advisories (in percentage)	
July, 2016	19
August, 2016	34
September, 2016	47
Total	100

Monthwise Advisories (in Percentage)



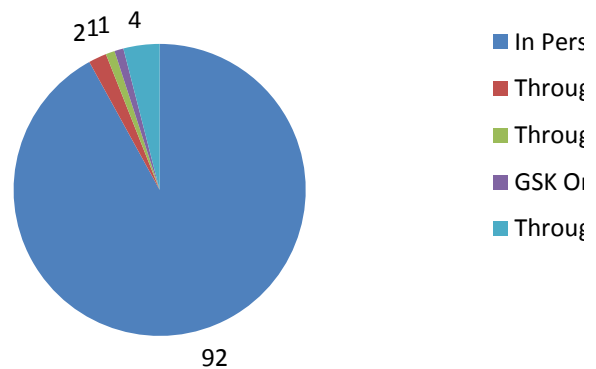
Mode of Advisories (in number)	
In Person	145
Through Letters	3
Through Emails	1
GSK Online	1
Through Phones	6
Total	156

Mode of Advisories (in Number)



Mode of Advisories (in percentage)	
In Person	92
Through Letters	2
Through Emails	1
GSK Online	1
Through Phones	4
Total	100

Mode of Advisories (in Percentage)



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LPG Gas and Petroleum

Medical and Health

PWD

Telecom

Online Shopping

Retail

Real Estate

Banking

Financial Services

Insurance

Post Office/ Courier

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Roadways/ Airlines)
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Electricity

Food and Public Distribution
System
Water

LPG Gas and Petroleum

Medical and Health

PWD

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