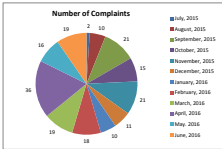
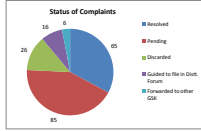


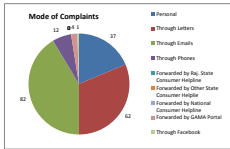
Month	No. of
July 2015	2
August 2015	19
September 2015	23
October 2015	15
November 2015	21
December 2015	21
January 2016	19
February 2016	21
March 2016	19
April 2016	19
May 2016	18
June 2016	18
Total	200



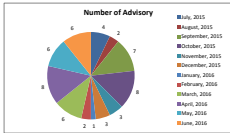
Status of Complaints	No.
Resolved	125
Pending	40
Discarded	20
Forwarded to File in Court	15
Forwarded to other GSK	1
Total	201



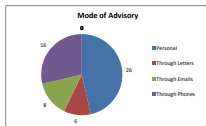
Mode of Complaints	No.
Personal	33
Through Letters	23
Through Emails	21
Through Phone	15
Forwarded by State Consumer Helpline	9
State Consumer Helpline	9
Forwarded by Other State Consumer Helpline	6
Forwarded by National Consumer Helpline	5
Forwarded by National Consumer Helpline	5
Forwarded by GSKA Portal	4
Through Feedback	4
Total	108



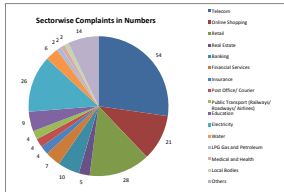
Month	No. of
July 2015	4
August 2015	2
September 2015	2
October 2015	1
November 2015	1
December 2015	1
January 2016	1
February 2016	1
March 2016	1
April 2016	1
May 2016	1
June 2016	1
Total	15



Mode of Advisory	No.
Personal	4
Through Letters	4
Through Emails	4
Through Phone	3
Forwarded by State Consumer Helpline	2
State Consumer Helpline	2
Forwarded by Other State Consumer Helpline	2
Forwarded by National Consumer Helpline	2
Forwarded by National Consumer Helpline	2
Forwarded by GSKA Portal	1
Through Feedback	1
Total	26



Sectorwise Complaints in Numbers	No.
Telecom	24
Online Shopping	21
Banking	20
Retail	15
Real Estate	15
Insurance	15
Financial Services	15
Education	15
State Official/Counter	15
Public Transport (Shikharaj/Nonshikharaj)	15
Education	15
Electricity	15
Water	15
LPG Gas and Petroleum	15
Medical and health	15
Local Bodies	15
Others	15
Total	200



Sectorwise Complaints in Percentage	%
Telecom	12
Online Shopping	10.5
Banking	10
Retail	7.5
Real Estate	7.5
Insurance	7.5
Financial Services	7.5
Education	7.5
State Official/Counter	7.5
Public Transport (Shikharaj/Nonshikharaj)	7.5
Education	7.5
Electricity	7.5
Water	7.5
LPG Gas and Petroleum	7.5
Medical and health	7.5
Local Bodies	7.5
Others	7.5
Total	100

