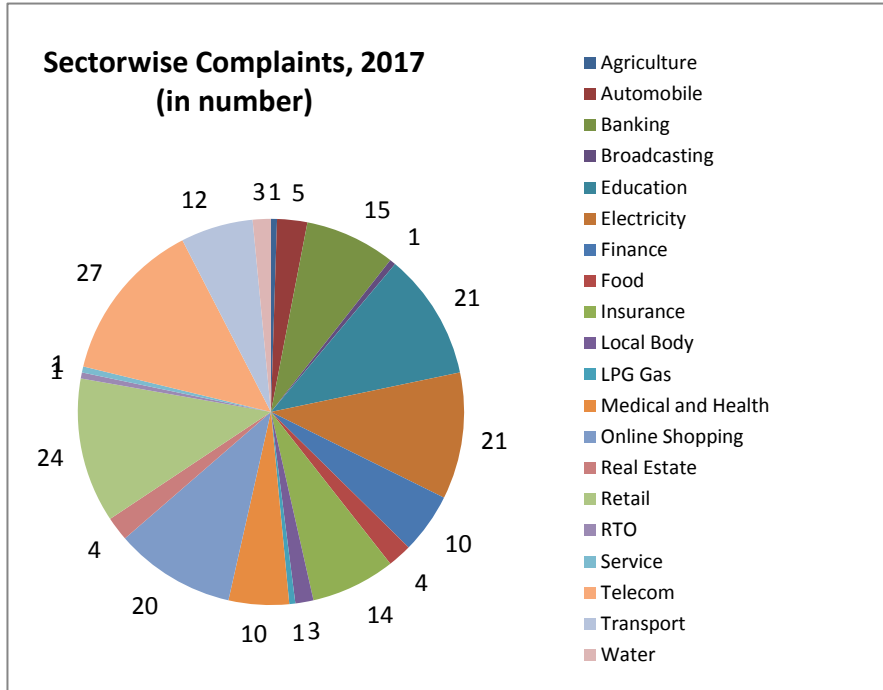


Complaints and Advisories (January, 2017 to December, 2017)

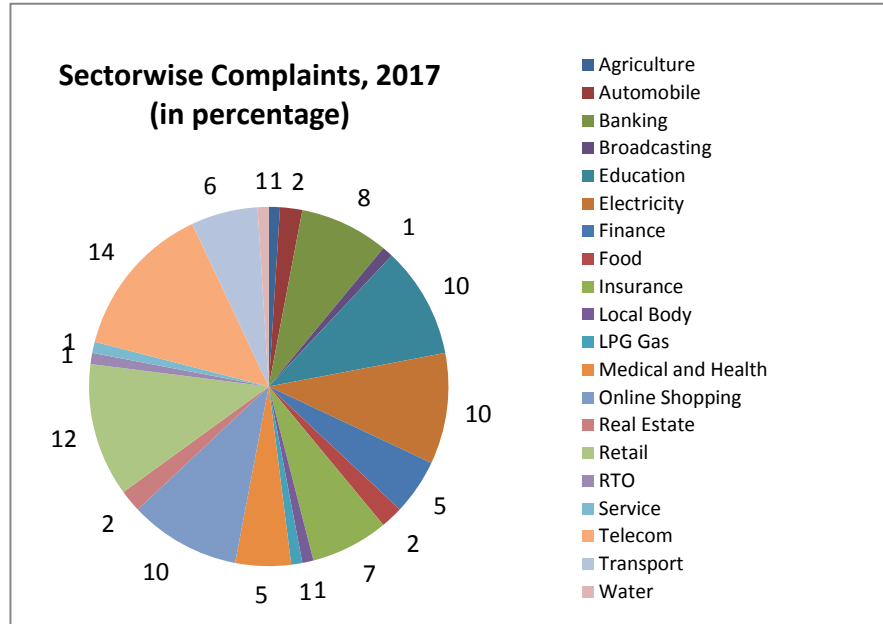
Sectorwise complaints (in Number)

Agriculture	1
Automobile	5
Banking	15
Broadcasting	1
Education	21
Electricity	21
Finance	10
Food	4
Insurance	14
Local Body	3
LPG Gas	1
Medical and Health	10
Online Shopping	20
Real Estate	4
Retail	24
RTO	1
Service	1
Telecom	27
Transport	12
Water	3
Total	198



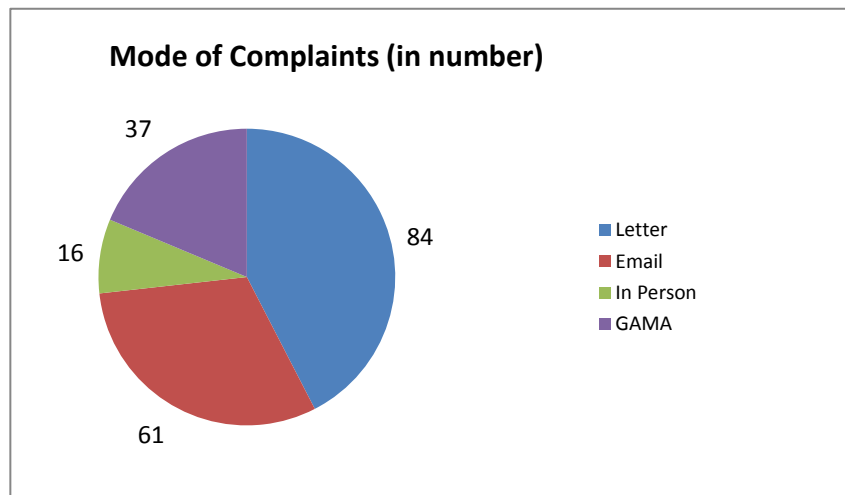
Sectorwise complaints (in Percentage)

Agriculture	1
Automobile	2
Banking	8
Broadcasting	1
Education	10
Electricity	10
Finance	5
Food	2
Insurance	7
Local Body	1
LPG Gas	1
Medical and Health	5
Online Shopping	10
Real Estate	2
Retail	12
RTO	1
Service	1
Telecom	14
Transport	6
Water	1
Total	100



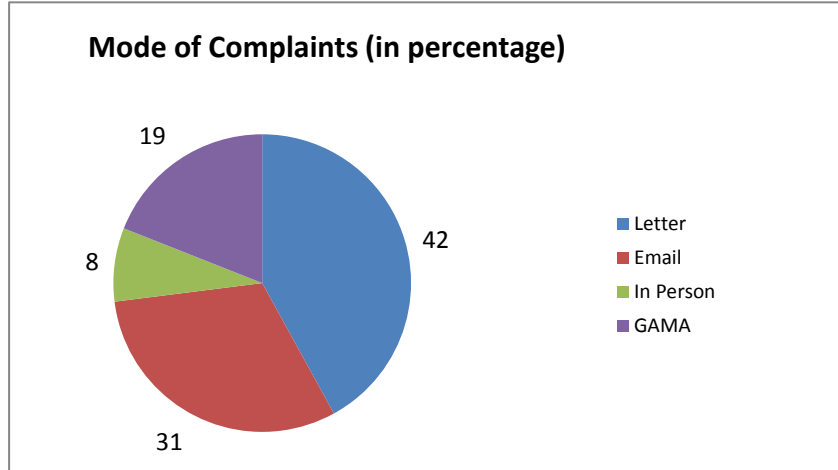
Mode of complaints (in Number)

Letter	84
Email	61
In Person	16
GAMA	37
Total	198



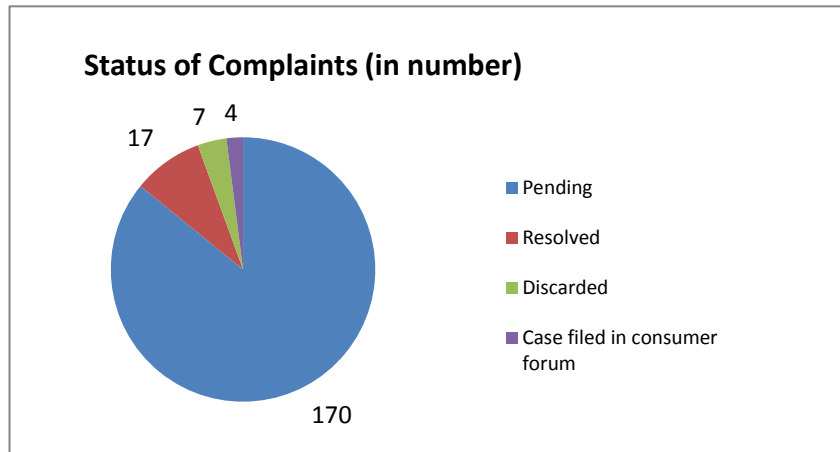
Mode of complaints (in Percentage)

Letter	42
Email	31
In Person	8
GAMA	19
Total	100



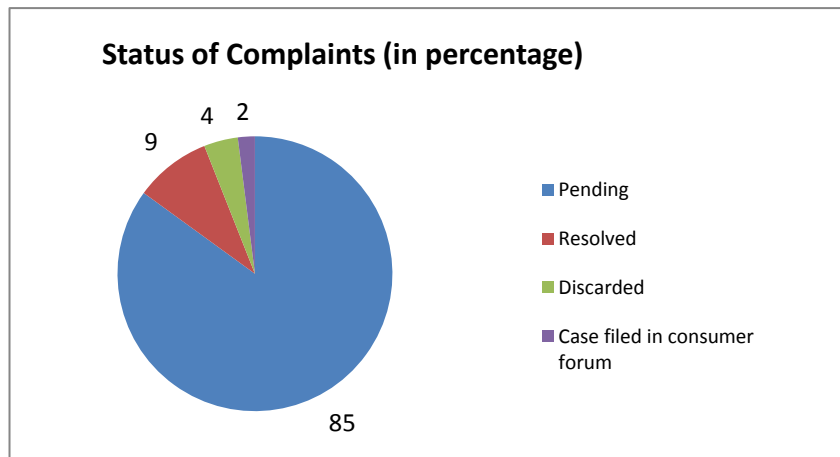
Status of complaints (in Number)

Pending	170
Resolved	17
Discarded	7
Case filed in consumer forum	4
Total	198



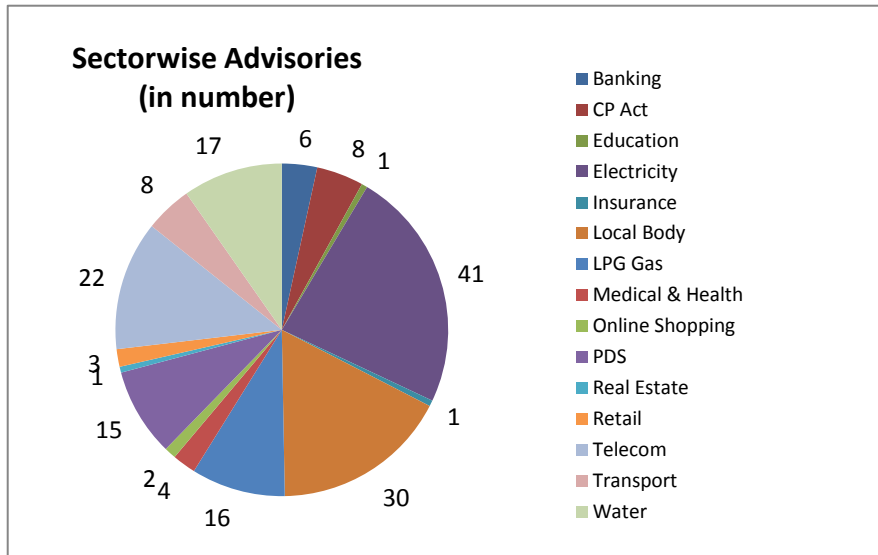
Status of complaints (in Percentage)

Pending	85
Resolved	9
Discarded	4
Case filed in consumer forum	2
Total	100



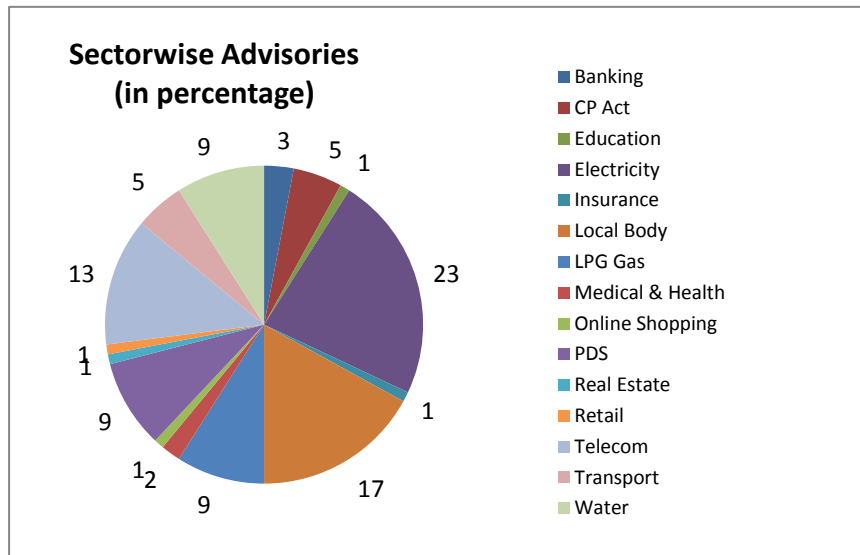
Sectorwise Advisories (in Number)

Banking	6
CP Act	8
Education	1
Electricity	41
Insurance	1
Local Body	30
LPG Gas	16
Medical & Health	4
Online Shopping	2
PDS	15
Real Estate	1
Retail	3
Telecom	22
Transport	8
Water	17
Total	175



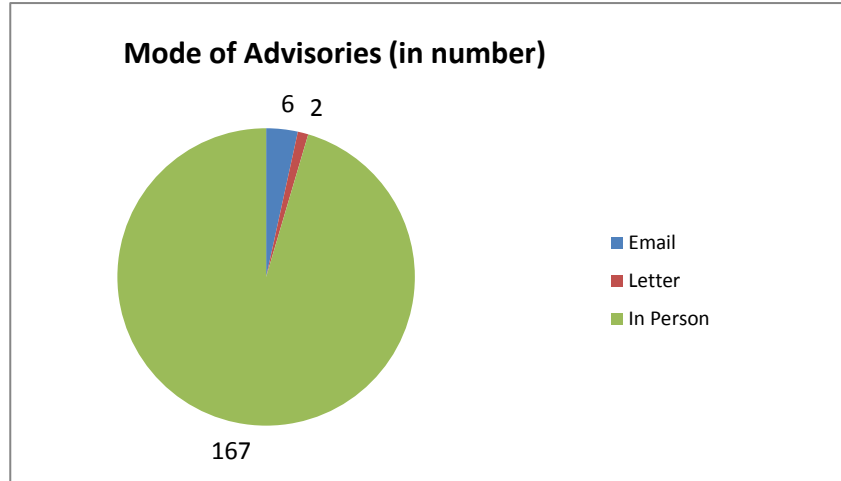
Sectorwise Advisories (in Percentage)

Banking	3
CP Act	5
Education	1
Electricity	23
Insurance	1
Local Body	17
LPG Gas	9
Medical & Health	2
Online Shopping	1
PDS	9
Real Estate	1
Retail	1
Telecom	13
Transport	5
Water	9
Total	100



Mode of Advisories (in Number)

Email	6
Letter	2
In Person	167
Total	175



Mode of Advisories (in Percentage)

Email	3
Letter	1
In Person	96
Total	100

