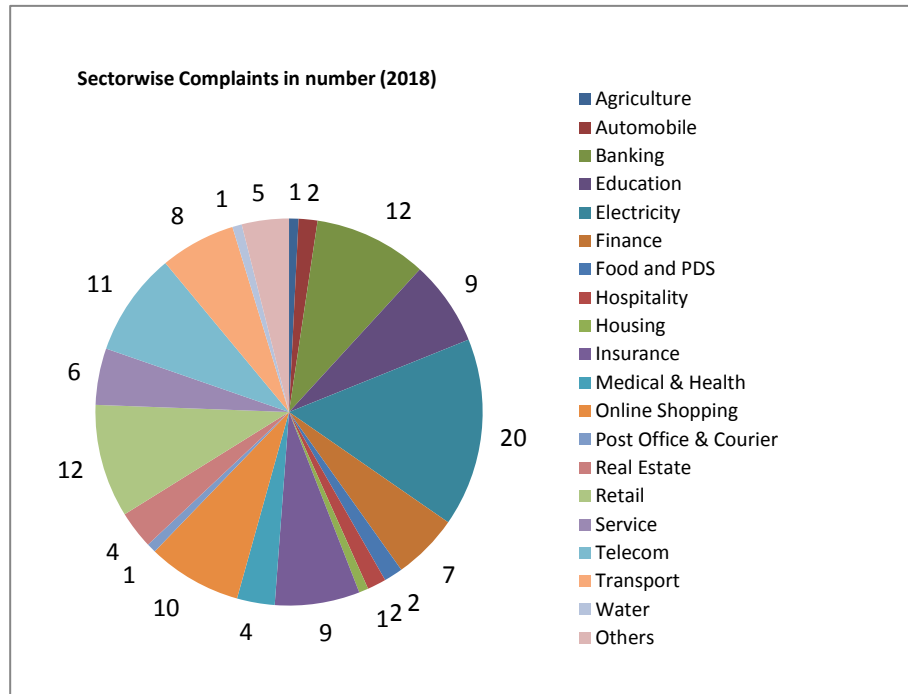


Complaints and Advisories (January, 2018 to December, 2018)

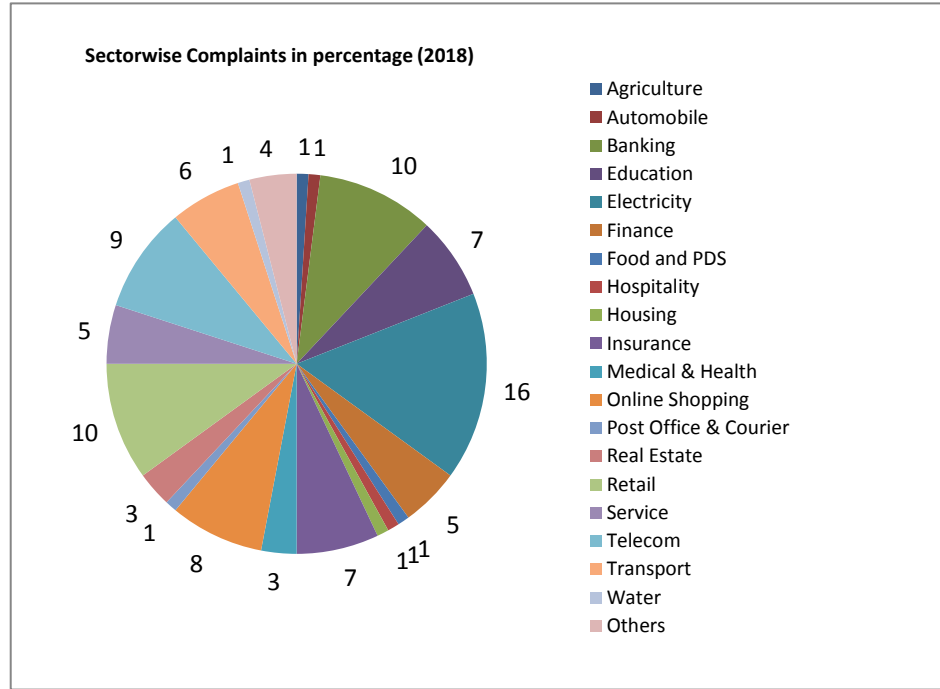
Sectorwise complaints (in Number)

Agriculture	1
Automobile	2
Banking	12
Education	9
Electricity	20
Finance	7
Food and PDS	2
Hospitality	2
Housing	1
Insurance	9
Medical & Health	4
Online Shopping	10
Post Office & Courier	1
Real Estate	4
Retail	12
Service	6
Telecom	11
Transport	8
Water	1
Others	5
Total	127



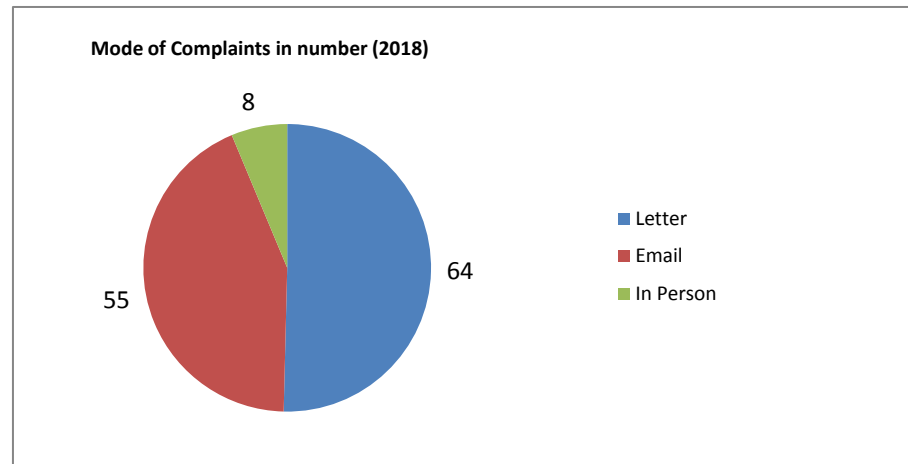
Sectorwise complaints (in Percentage)

Agriculture	1
Automobile	1
Banking	10
Education	7
Electricity	16
Finance	5
Food and PDS	1
Hospitality	1
Housing	1
Insurance	7
Medical & Health	3
Online Shopping	8
Post Office & Courier	1
Real Estate	3
Retail	10
Service	5
Telecom	9
Transport	6
Water	1
Others	4
Total	100



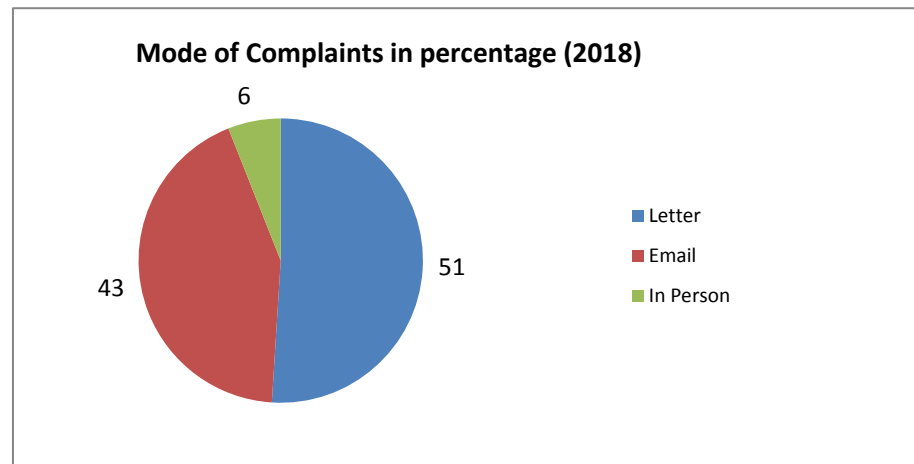
Mode of complaints (in Number)

Letter	64
Email	55
In Person	8
Total	127



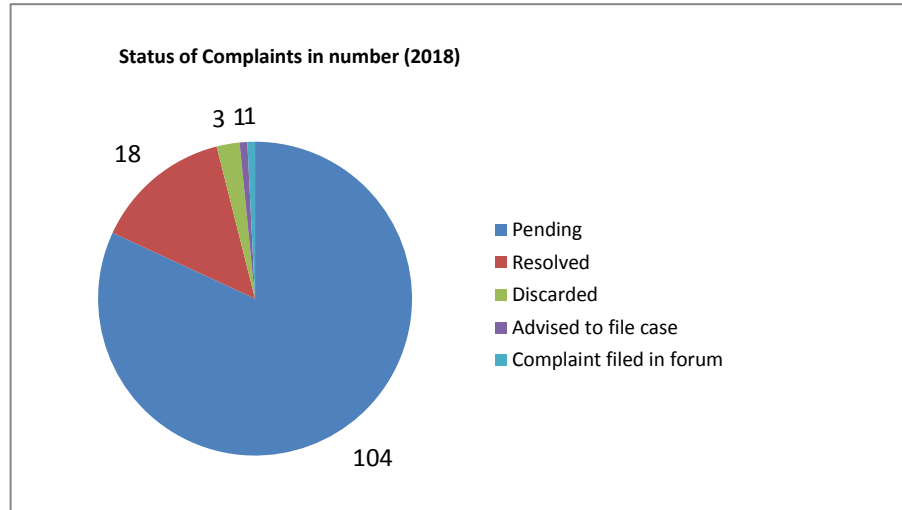
Mode of complaints (in Percentage)

Letter	51
Email	43
In Person	6
Total	100



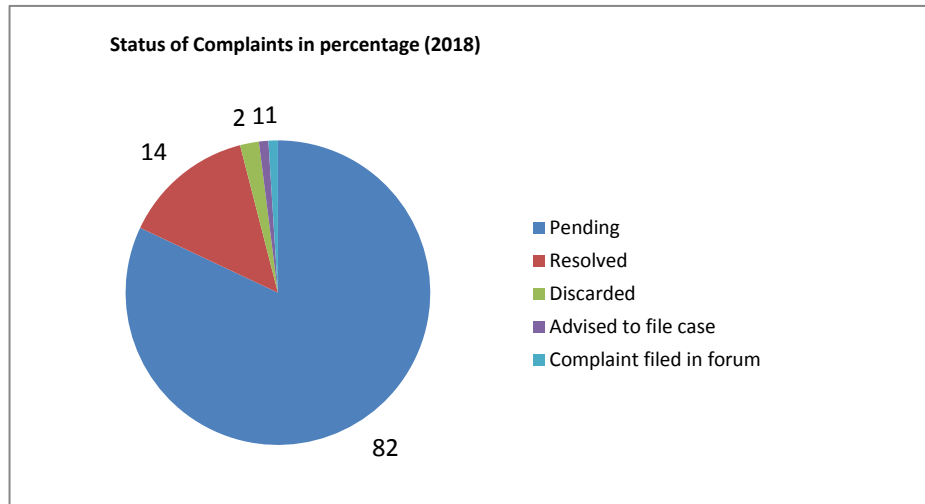
Status of complaints (in Number)

Pending	104
Resolved	18
Discarded	3
Advised to file case	1
Complaint filed in forum	1
Total	127



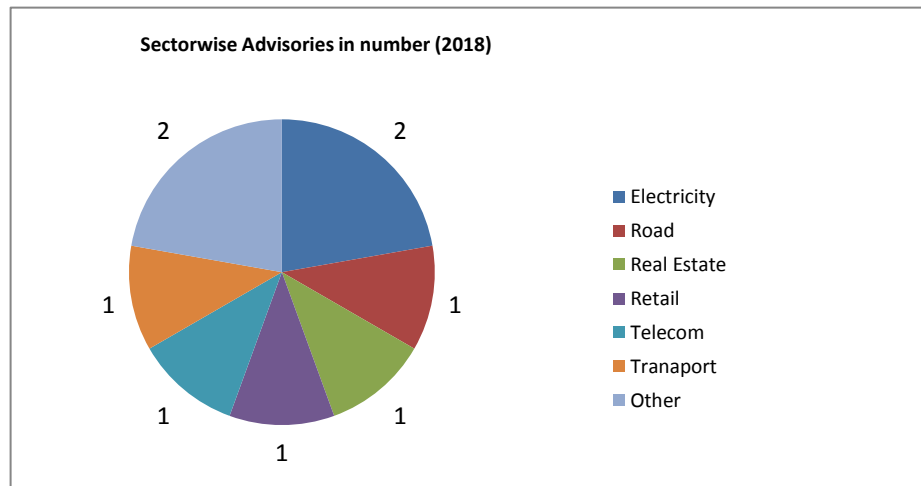
Status of complaints (in Percentage)

Pending	82
Resolved	14
Discarded	2
Advised to file case	1
Complaint filed in forum	1
Total	100



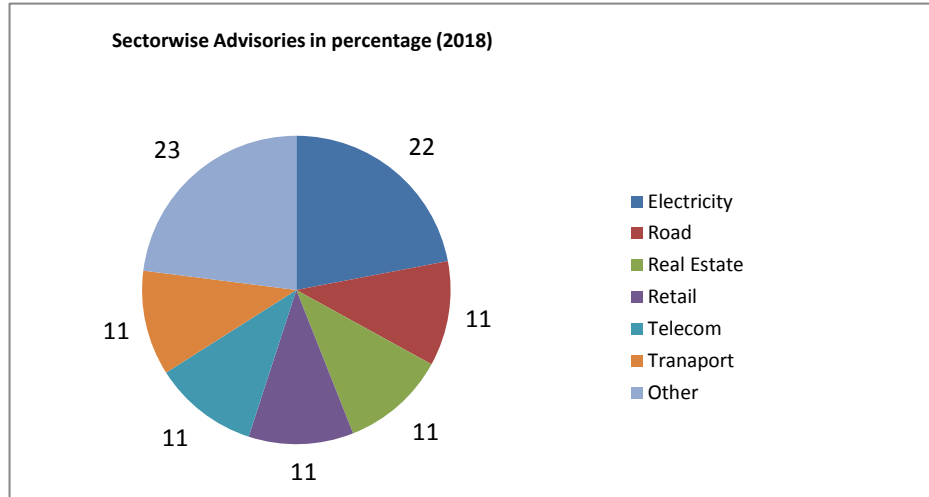
Sectorwise Advisories (in Number)

Electricity	2
Road	1
Real Estate	1
Retail	1
Telecom	1
Tranaport	1
Other	2
Total	9



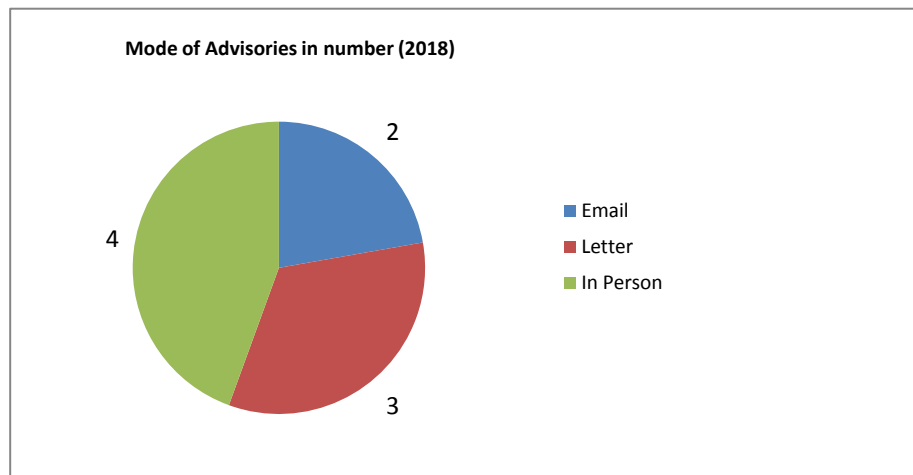
Sectorwise Advisories (in Percentage)

Electricity	22
Road	11
Real Estate	11
Retail	11
Telecom	11
Tranaport	11
Other	23
Total	100



Mode of Advisories (in Number)

Email	2
Letter	3
In Person	4
Total	9



Mode of Advisories (in Percentage)

Email	22
Letter	33
In Person	45
Total	100

