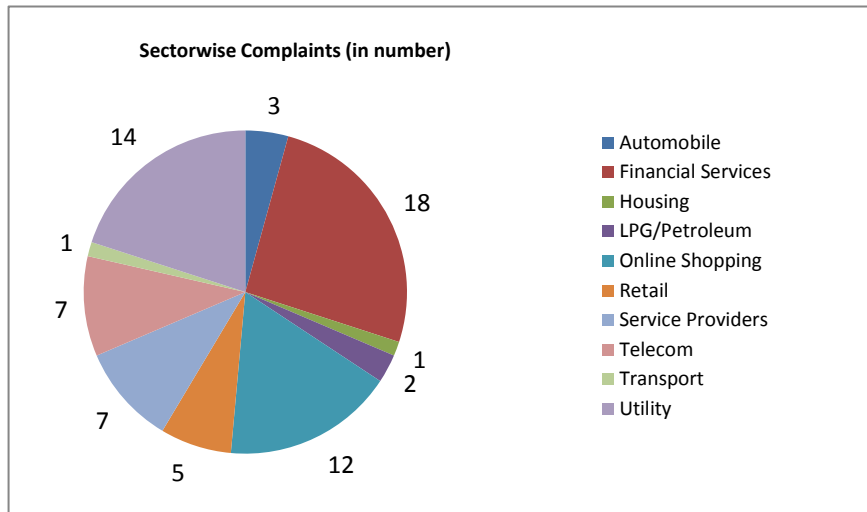


Complaints and Advisories (January to December, 2020)

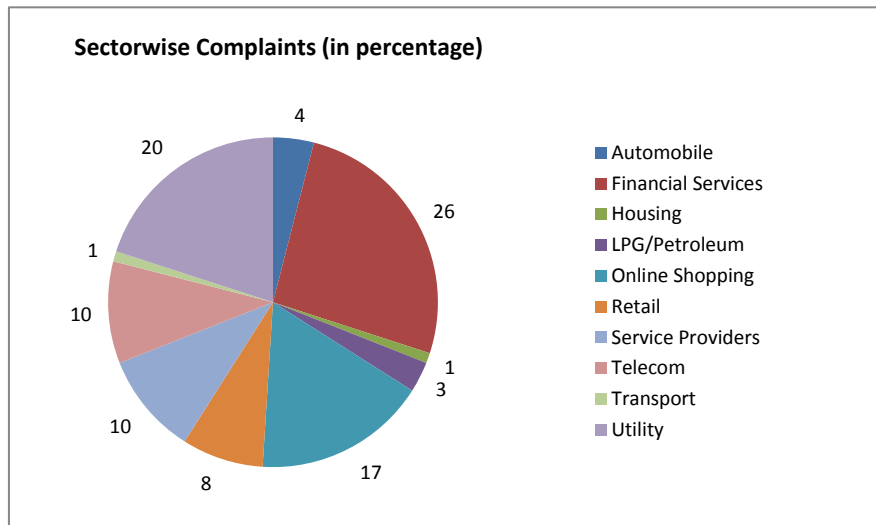
Sectorwise complaints (in Number)

Automobile	3
Financial Services	18
Housing	1
LPG/Petroleum	2
Online Shopping	12
Retail	5
Service Providers	7
Telecom	7
Transport	1
Utility	14
Total	70



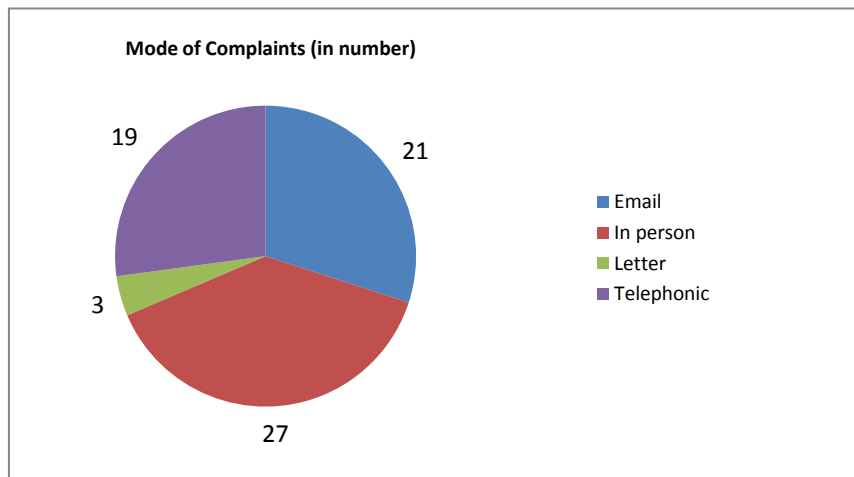
Sectorwise complaints (in Percentage)

Automobile	4
Financial Services	26
Housing	1
LPG/Petroleum	3
Online Shopping	17
Retail	8
Service Providers	10
Telecom	10
Transport	1
Utility	20
Total	100



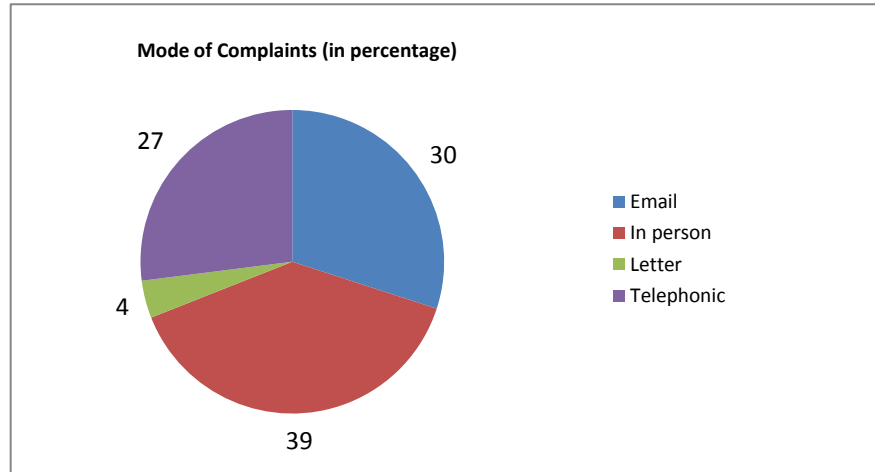
Mode of complaints (in Number)

Email	21
In person	27
Letter	3
Telephonic	19
Total	70



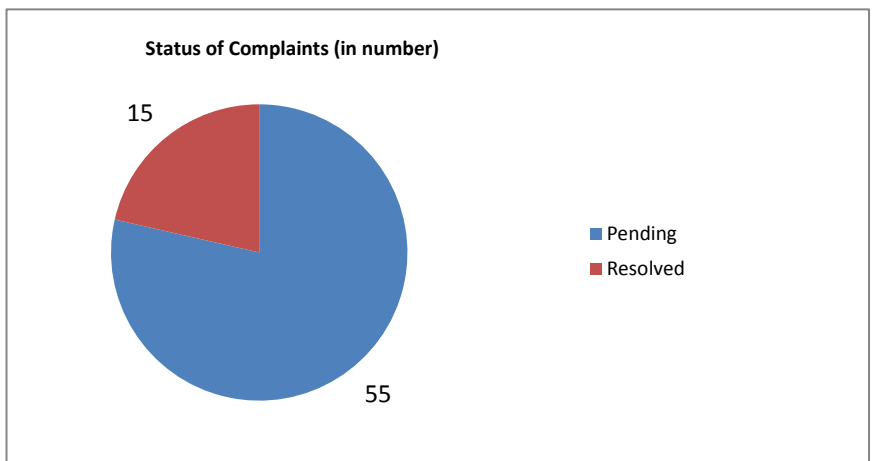
Mode of complaints (in Percentage)

Email	30
In person	39
Letter	4
Telephonic	27
Total	100



Status of complaints (in Number)

Pending	55
Resolved	15
Total	70



Status of complaints (in Percentage)

Pending	79
Resolved	21
Total	100

