

TABLE-1

COMPLAINTS RECEIVED & DISPOSED OF BY THE ORGANIZATION
(From 14.02.1982 to 31.03.2016)

Period	Pendency at the beginning of the year	Complaints received during the year	Total No. of complaints	Complaints filed after preliminary examination	Complaints sent to departments for necessary action	Complaints registered for enquiry	Complaints pending at the end of the year
1	2	3	4	5	6	7	8
14.2.1982 to 31.3.2001	-	83613	84375	53651	14378	16121	-
2001-02	38	3215	3253	1778	566	840	69
2002-03	69	3168	3237	1664	626	826	121
2003-04	121	2577	2698	1287	541	651	119
2004-05	119	2887	3006	1801	507	525	173
2005-06	173	3126	3299	2065	475	598	161
2006-07	161	3299	3460	3035	-	318	107
2007-08	107	4013	4120	3466	11	625	18
2008-09	18	3548	3566	3088	19	448	11
2009-10	11	3616	3627	2943	14	663	07
2010-11	07	4407	4414	3547	08	834	25
2011-12	25	4923	4948	3987	11	894	56
2012-13	56	6135	6191	5206	12	857	116
2013-14	116	4888	5004	3917	10	1044	33
2014-15	33	5687	5720	4675	-	915	130
2015-16	130	5023	5153	3692	03	1034	424
TOTAL	--	144125	146071	99902	17181	27193	--