

TABLE-1

COMPLAINTS RECEIVED & DISPOSED OF BY THE ORGANIZATION
(From 14.02.1982 to 31.03.2018)

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 31.3.2006	-	100532	100532	62869	17093	20409	-
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
2016-17	424	5945	6369	4064	418	1644	243
2017-18	243	6926	7169	5154	-	1665	350
TOTAL	--	158942	-	109643	17599	31350	--