

## Grievances Cum Compliance Summary From 01-May-2015 to 28-Mar-2017

### SOURCES OF GRIEVANCES REGISTERED

Outgoing Calls	Incoming Calls	On-line	CM Office	Governor Office	Janta Darbar	By Post	Mobile Apps	Social Media	Grand Total
612	87345	13841	7309	491	996	3906	561	71	115132

### COMPLIANCE SUMMARY

Total Grievance Registered	Total Grievance Generated	Issues Locally Disposed	Total Response Received	Response Not Received
115132	103347	11785	88861	14486

### COMPLIANCE STATUS AFTER CONFIRMATION BY COMPLAINANT

Satisfactory Compliance		Pending Compliance	
Resolved Grievance	65637	Unsatisfactory	7612
Solution Inprocess	13036	Compliance Under Review	910
Policy Matter Grievance	1666	Response Not Received	14486
<b>Total</b>	<b>80339</b>	<b>Total</b>	<b>23008</b>
<b>Percentage</b>	<b>77.74%</b>	<b>Percentage</b>	<b>22.26%</b>

**\*\* Note :** Category of Compliance decided after Feedback received from Complainant.  
 Satisfactory Percentage = ( Total Resolved Grievance + Total Solution inprocess + Total Under Long Term)/ ( Total Grievance Generated ) \*100  
 Pending Compliance = Response Not Received + Unsatisfactory Compliance+Compliance Under Review  
 Pending Percentage = (Total Pending Compliance / Total Grievance Generated ) \*100