

## Grievances Cum Compliance Summary From 21-Mar-2017 to 27-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
0	860	298	2	0	0	78	6	13	1257

### COMPLIANCE SUMMARY

Total Grievance Registered	Total Grievance Generated	Issues Locally Disposed	Total Response Received	Response Not Received
1257	773	484	13	760

### COMPLIANCE STATUS AFTER CONFIRMATION BY COMPLAINANT

Satisfactory Compliance		Pending Compliance	
Resolved Grievance	10	Unsatisfactory	0
Solution Inprocess	0	Compliance Under Review	3
Policy Matter Grievance	0	Response Not Received	760
<b>Total</b>	<b>10</b>	<b>Total</b>	<b>763</b>
<b>Percentage</b>	<b>1.29%</b>	<b>Percentage</b>	<b>98.71%</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