

**Statistical Report of CORE Project**  
**15<sup>th</sup> March to 9<sup>th</sup> June 2005**

**Total No. of Complaints Received and Replied**

Source of Complaints	Received	Replied	Yet to be replied
Online	640	628	12
** Written	553	450	103

\*\* Received from the CGRC, Ministry of Consumer Affairs, Food & Public Distribution, Deptt. Of Consumer Affairs from time to time during the period 15<sup>th</sup> March to 30<sup>th</sup> May 2005.

**Monthly Break-up of Complaints Received and replied (15<sup>th</sup> March to 31<sup>st</sup> March, 2005)**

Source of Complaints	Received	Replied	Yet to be replied
Online	72	72	-
** Written	129	129	-

**Monthly Break-up of Complaints Received and replied (1<sup>st</sup> April to 30<sup>th</sup> April, 2005)**

Source of Complaints	Received	Replied	Yet to be replied
Online	281	281	-
** Written	286	286	-

**Monthly Break-up of Complaints Received and replied (1<sup>st</sup> May to 31<sup>th</sup> May, 2005)**

Source of Complaints	Received	Replied	Yet to be replied
Online	237	237	-
** Written	58	35	23

**Monthly Break-up of Complaints Received and replied (1<sup>st</sup> June to 9<sup>th</sup> June, 2005)**

Source of Complaints	Received	Replied	Yet to be replied
Online	40	38	2
** Written	80	-	80

## **Status of Total Complaints**

<b>Source of Complaints</b>	<b>Stage I</b>	<b>Stage II</b>	<b>Stage III</b>	<b>Resolved</b>
<b>Online (628)</b>	326	241	61	30
<b>Written (450)</b>	229	147	74	10

## **Status of Complaints (15<sup>th</sup> March to 31<sup>st</sup> March, 2005)**

<b>Source of Complaints</b>	<b>Stage I</b>	<b>Stage II</b>	<b>Stage III</b>	<b>Resolved</b>
<b>Online (72)</b>	-	54	18	-
<b>Written (129)</b>	59	43	27	-

## **Status of Complaints (1<sup>st</sup> April to 30<sup>th</sup> April, 2005)**

<b>Source of Complaints</b>	<b>Stage I</b>	<b>Stage II</b>	<b>Stage III</b>	<b>Resolved</b>
<b>Online (281)</b>	94	148	39	12
<b>Written (286)</b>	143	96	47	4

## **Status of Complaints (1<sup>st</sup> May to 30<sup>th</sup> May, 2005)**

<b>Source of Complaints</b>	<b>Stage I</b>	<b>Stage II</b>	<b>Stage III</b>	<b>Resolved</b>
<b>Online (237)</b>	195	38	4	16
<b>Written (35)</b>	27	8	-	6

## **Status of Complaints (1<sup>st</sup> June to 9<sup>th</sup> June, 2005)**

<b>Source of Complaints</b>	<b>Stage I</b>	<b>Stage II</b>	<b>Stage III</b>	<b>Resolved</b>
<b>Online (38)</b>	37	1	-	2
<b>Written (0)</b>	-	-	-	-

## Geographical breakup of complaints

<u>Region</u>	<u>Number</u>	<u>Percentage</u>
• Delhi	597	55%
• Mumbai	263	25%
• Other States (U.P (78), Haryana (12), Gujarat (4), Punjab(8), MP(19), A.P.(11), Goa(12), Bihar(14), Jharkhand(4), Kerela(6) J&K(6), Manipur(4), Assam (6), West Bengal(21), Rajasthan(11)	216	20%

## Product wise break-up of Complaints

<u>Category</u>	<u>No. of complaints</u>	<u>Percentage</u>
<input type="checkbox"/> <b>Telecommunication:</b> (Service & Product)	370	35%
<input type="checkbox"/> <b>Products</b> (TV, Fridge, Microwave, AC, Electric Chimney Surgical)	219	21%
<input type="checkbox"/> <b>Services</b> (Automobile, Medical, Airlines, Electricity, Courier, Insurance, Food & Beverages, Internet Service Providers, Cable operator)	165	15%
<input type="checkbox"/> <b>Banking</b> (Loans, Credit Cards, Fixed Deposits)	213	19%
<input type="checkbox"/> <b>Others</b> (MRP(overcharging of prices), Education, Housing, Road accidents, illegal dealing of banned products, Smoking, Fraud, Cheating, Unfair trade practices)	107	9%