

**Statement of complaints received/registered/spilled over –**

Year	Spilled over from	Nos. of complaints received/registered	Nos. of complaints disposed of	Nos. of complaints pending
2008	--	67	28	39
2009	2008-39 cases	26	26	39
2010	2009-39 cases	52	43	48
2011	2010-48 cases	66	42	72
2012	2011-72 cases	79	44	107
2013	2012-107 cases	93	72	128
2014	2013-128 cases	78	156	50
2015	2014-50 cases	56	83	23
2016	2015-23 cases	35	46	12
2017	2016-12 cases	244, out of which, 160 were registered.	36	220 (including unregistered complaints.
2018				