

Q4 Overview of customer complaints





Q3 Overview of customer complaints

Denomination	July	Aug	Sep
Number of complaints received via CRM	55	39	26
Number of complaints received via Calls	319	363	65
Number of complaints received via Twitter	15	13	12
Mokash Number of complaints received for handling	1,621	1,779	1,897
Total Number of Complaints	2,010	2,194	2,000
Total Number of Complaints Resolved (CRM, Calls, Twitter, MoKash)	1,990	2,056	1,962
No. of Complainants Satisfied with Feedback	1,635	1,707	1,912
% of Complaints Resolved	99%	94%	98%
% Satisfied	82%	83%	97%