

| Number of complaints against the Agents | | | | |
|---|------------------------|-------------------|---------------------|----------------------|
| Month | Received for the month | O/S for the month | Closed in the month | Pending in the month |
| Jun'15 | 84 | 23 | 102 | 5 |
| July'15 | 114 | 5 | 104 | 15 |
| Aug'15 | 98 | 15 | 82 | 31 |
| Sep'15 | 91 | 31 | 122 | 0 |
| Oct'15 | 51 | 0 | 39 | 12 |
| Nov'15 | 27 | 12 | 28 | 11 |
| Dec'15 | 24 | 11 | 32 | 3 |
| Jan'16 | 24 | 3 | 22 | 5 |
| Feb'16 | 25 | 5 | 16 | 14 |
| Mar'16 | 33 | 14 | 47 | 0 |
| Apr'16 | 37 | 0 | 26 | 11 |
| May'16 | 51 | 11 | 51 | 11 |
| June'16 | 38 | 11 | 45 | 4 |
| July'16 | 43 | 4 | 39 | 8 |
| Aug '16 | 23 | 8 | 25 | 6 |
| Sep'16 | 34 | 6 | 40 | 0 |
| Oct'16 | 27 | 0 | 23 | 4 |
| Nov'16 | 18 | 4 | 19 | 3 |
| Dec'16 | 19 | 3 | 22 | 0 |
| Jan'17 | 30 | 0 | 22 | 8 |
| Feb'17 | 28 | 8 | 30 | 6 |
| March'17 | 25 | 6 | 31 | 0 |
| April'17 | 39 | 0 | 33 | 6 |
| May'17 | 36 | 6 | 32 | 10 |
| June'17 | 62 | 10 | 72 | 0 |
| July'17 | 62 | 0 | 43 | 19 |
| Aug'17 | 65 | 19 | 68 | 16 |
| Sept'17 | 41 | 16 | 57 | 0 |
| Oct'17 | 25 | 0 | 16 | 9 |
| Nov'17 | 42 | 9 | 37 | 14 |
| Dec'17 | 42 | 14 | 56 | 0 |
| Jan'18 | 28 | 0 | 21 | 7 |
| Feb'18 | 33 | 7 | 32 | 8 |
| March'18 | 44 | 8 | 52 | 0 |
| April'18 | 44 | 0 | 35 | 9 |
| May'18 | 46 | 9 | 50 | 5 |
| June'18 | 50 | 5 | 55 | 0 |
| July'18 | 46 | 0 | 34 | 12 |

| | | | | |
|---------|----|----|----|----|
| Aug'18 | 51 | 12 | 48 | 15 |
| Sept'18 | 33 | 15 | 43 | 5 |
| Oct'18 | 32 | 5 | 32 | 5 |
| Nov'18 | 31 | 5 | 26 | 10 |
| Dec'18 | 50 | 10 | 44 | 16 |
| Jan'19 | 42 | 16 | 43 | 15 |
| Feb'19 | 50 | 15 | 52 | 13 |
| Mar'19 | 48 | 13 | 61 | 0 |
| Apr'19 | 31 | 0 | 20 | 11 |
| May'19 | 34 | 11 | 38 | 7 |
| June'19 | 41 | 7 | 35 | 13 |
| July'19 | 39 | 13 | 43 | 9 |
| Aug'19 | 26 | 9 | 29 | 6 |
| Sept'19 | 30 | 6 | 27 | 9 |