

ENCLOSURE - TWO

COMPARATIVE STATEMENT SHOWING YEAR WISE RECEIPT AND DISPOSAL OF THE COMPLAINTS DURING THE PERIOD FROM 25TH OCTOBER, 1972 TO 31ST DECEMBER, 2023

Year	Opening balance of number of cases	New Complaints	Total	No of cases disposed	Closing balance of pending cases
1972 - 73	-	903	903	594	309
1974	309	764	1073	744	329
1975	329	982	1311	776	535
1976	535	1259	1794	1077	717
1977	717	1433	2150	915	1235
1978	1235	1314	2549	1132	1417
1979	1417	1552	2969	1302	1667
1980	1667	2079	3746	2827	919
1981	919	1669	2588	1916	672
1982	672	1868	2540	1691	849
1983	849	3153	4002	2506	1496
1984	1496	4430	5926	3966	1960
1985	1960	5421	7381	3775	3606
1986	3606	6713	10319	7530	2789
1987	2789	6102	8891	6652	2239
1988	2239	6281	8520	6460	2060
1989	2060	6967	9027	6562	2465
1990	2465	7053	9518	6263	3255
1991	3255	8760	12015	8436	3579
1992	3579	8709	12288	8142	4146
1993	4146	9038	13184	8942	4242
1994	4242	9613	13855	9267	4588
1995	4588	10029	14617	9486	5131
1996	5131	12757	17888	11041	6847
1997	6847	14351	21198	16534	4664
1998	4664	13000	17664	12999	4665
1999	4665	10943	15608	11531	4077
2000	4077	10800	14877	11135	3742
2001	3742	12279	16021	11323	4698
2002	4698	11047	15745	11631	4114
2003	4114	10868	14982	11508	3474

Year	Opening balance of number of cases	New Complaints	Total	No of cases disposed	Closing balance of pending cases
2004	3474	10004	13478	10247	3231
2005	3231	10402	13633	9517	4116
2006	4116	8200	12316	7346	4970
2007	4970	7589	12559	6266	6293
2008	6293	7610	13903	7131	6772
2009	6772	7220	13992	7992	6000
2010	6000	8090	14090	8816	5274
2011	5274	9120	14394	9232	5162
2012	5162	7730	12892	8050	4842
2013	4842	7995	12837	8030	4807
2014	4807	7000	11807	7825	3982
2015	3982	6280	10262	6371	3891
2016	3891	7400	11291	6436	4855
2017	4855	7128	11983	9009	2974
2018	2974	5879	8853	6986	1867
2019	1867	6030	7897	6275	1622
2020	1622	3884	5506	3408	2098
2021	2098	5769	7867	4452	3415
2022	3415	7307	10722	6139	4583
2023	4583	6759	11342	6524	4818
