

SUMMARY OF PUBLIC COMPLAINTS (BY PASSENGER) IN YEAR 2020

S.No.	Department	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	G.TOTAL
1	S&T	13	9	16	0	0	0	0	0	1	1	5	10	55
2	FINANCE	6	8	5	0	0	0	0	0	2	0	3	4	28
3	SECURITY	7	1	4	0	0	0	0	0	0	3	1	7	23
4	OPERATION	5	5	0	0	0	0	0	0	3	3	0	2	18
5	TRACTION	2	2	0	0	0	0	0	0	0	0	0	10	14
6	IT	1	5	0	0	0	0	0	0	0	1	1	3	11
7	CIVIL	3	3	1	0	0	0	0	0	2	0	0	1	10
8	E&M	1	2	0	0	0	0	0	0	1	0	5	1	10
9	RS	1	2	3	0	0	0	0	0	1	0	0	0	7
10	PD	0	1	2	0	0	0	0	0	0	0	0	1	4
11	PR	0	1	0	0	0	0	0	0	0	0	0	0	1
GRAND TOTAL		39	39	31	0	0	0	0	0	10	8	15	39	181

SUMMARY OF APPRECIATION BY PASSENGERS IN YEAR 2020

S.No.	Department	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	G.TOTAL
1	OPERATIONS	1	1	2	0	0	0	0	0	1	0	3	5	13