

**R5.3****Summary analysis of inbound phone calls.****Report Date : From 26th February 2014 To 1st October 2019**

<b>S.No</b>	<b>Year</b>	<b>Enquiry Calls</b>	<b>Blank Calls</b>	<b>Obscene Calls</b>	<b>Irrelevant Calls</b>	<b>Complaint Related Calls</b>	<b>Total Calls</b>
1	2014	85399	567867	5326	0	1193	<b>659785</b>
2	2015	90026	530571	2033	0	886	<b>623516</b>
3	2016	65832	299738	709	24786	1088	<b>392153</b>
4	2017	19166	140529	1080	74678	2364	<b>237817</b>
5	2018	19648	96064	644	45468	3183	<b>165007</b>
6	2019	15001	42646	271	20501	2131	<b>80550</b>
<b>Grand Total</b>		<b>295072</b>	<b>1677415</b>	<b>10063</b>	<b>165433</b>	<b>10845</b>	<b>2158828</b>