

R5.3

Summary analysis of inbound phone calls

Report Date : From 26th February 2014 To 05th April 2019

S.No	Year	Enquiry Calls	Blank Calls	Obscene Calls	Irrelevant Calls	Complaint Related Calls	Total Calls
1	2014	85399	567867	5326	0	1193	659785
2	2015	90026	530571	2033	0	886	623516
3	2016	65832	299738	709	24786	1088	392153
4	2017	19166	140529	1080	74678	2364	237817
5	2018	19648	96064	644	45468	3183	165007
6	2019	1718	12342	100	6300	670	21130
Grand Total		281789	1647111	9892	151232	9384	2099408