

**Total Complaints received in NCM in last Ten  
Years**

<b>Year</b>	<b>Year Complaints Received</b>
<u>2010-11</u>	<u>2375</u>
<u>2011-12</u>	<u>2439</u>
<u>2012-13</u>	<u>2127</u>
<u>2013-14</u>	<u>2638</u>
<u>2014-15</u>	<u>1995</u>
<u>2015-16</u>	<u>1974</u>
<u>2016-17</u>	<u>1647</u>
<u>2017-18</u>	<u>1497</u>
<u>2018-19</u>	<u>1871</u>
<u>2019-20</u>	<u>1670</u>