

Status	Oct '09	Nov '09	Dec '09	Total
Number of complaints received	293	322	361	976
Number of complaints resolved	171	193	195	559
Number of complaints unresolved	122	129	166	417
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	58%	60%	54%	57%
No. of outstanding complaints resolved	381	112	310	803
Total number of complaints resolved	552	305	505	1,362
Rebate/compensation awarded to customers between Oct'09 to Dec'09				\$267,909.00
