

Status	Apr '09	May '09	Jun '09	Total
Number of complaints received	405	521	422	1,348
Number of complaints resolved	174	276	198	648
Number of complaints unresolved	231	245	224	700
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	43%	53%	47%	48%
No. of outstanding complaints resolved	46	173	105	324
Total number of complaints resolved	220	449	303	972
Rebate/compensation awarded to customers between Apr'09 to Jun'09				\$157,901.00
