**Write Up**

1)import necessary libraries required for doing operation

1)Read CSV File to a dataframe

2)Know the information of dataframe using size,shape ,info ,head methods

3)Converting Date\_month\_year column to string datatype and then converting it to datetime datatype

4)Created a new day and month column

5)Got Frequency of complaints on daily and monthly basis and plotting a line chart for the same

6) Created categorical variable with value as Open and Closed.

7)Drawn a state wise status of complaints in a stacked bar chart

8) Retrieved the state that has the maximum complaints

9) Retrieved state that has the highest percentage of unresolved complaints

10)Calculated the percentage of complaints resolved till date, which were received through the Internet and customer care calls.