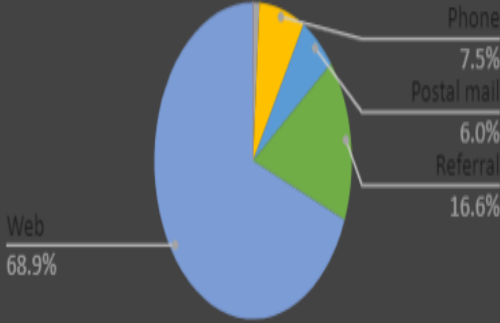
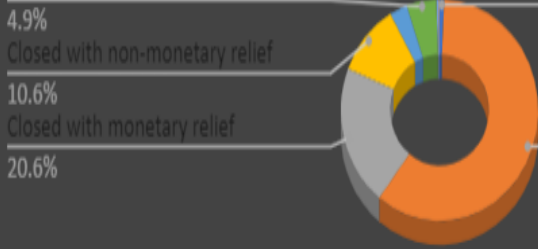
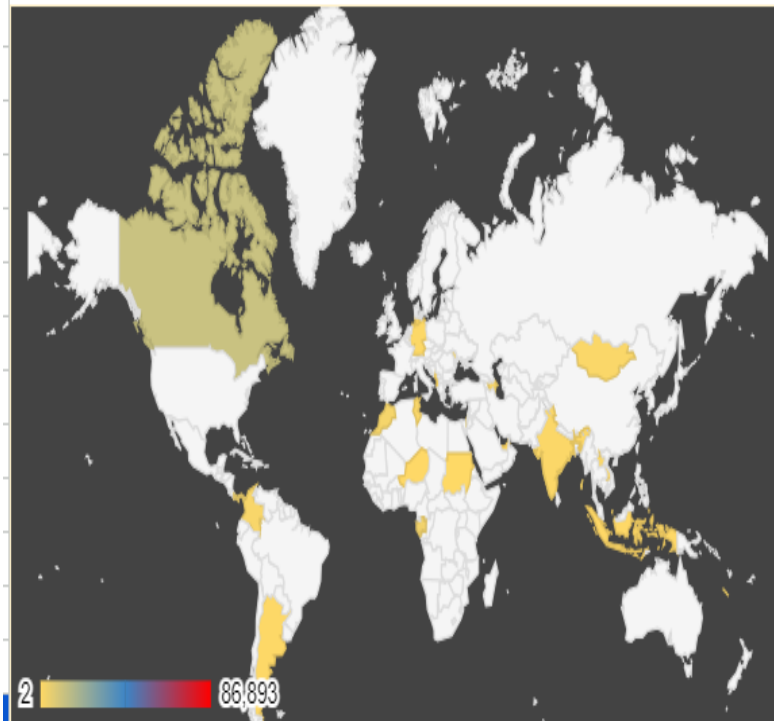
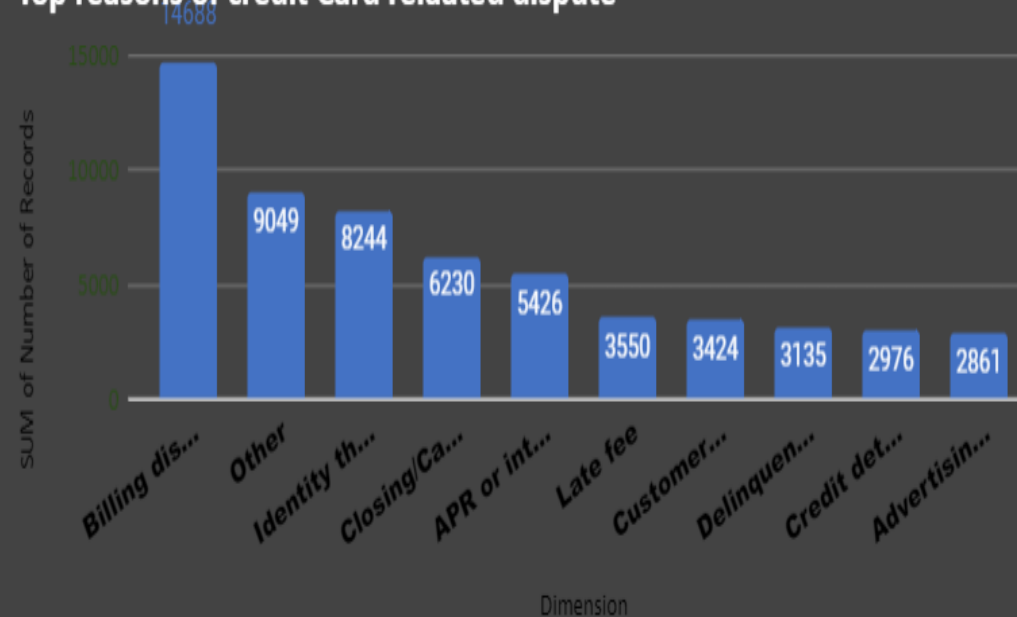


# CREDIT CARD GRIEVANCE REDRESSAL DASHBOARD

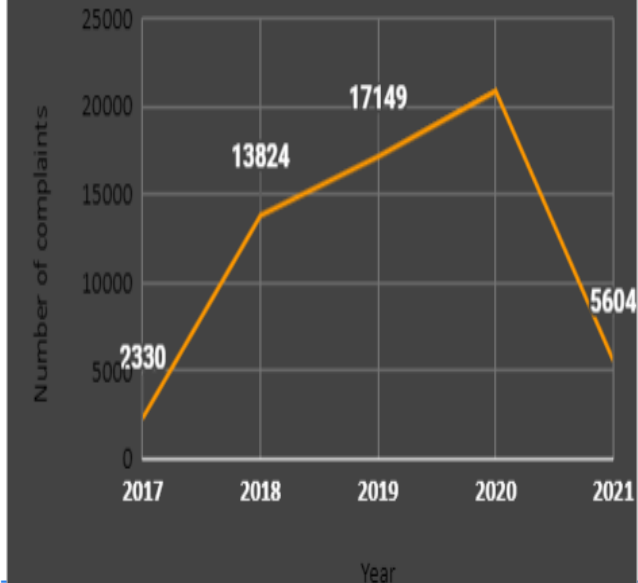
Complaints Received	Timely resolved	Avg days to resolve complaint	Channel wise source of Complaint	%age as total Complaints vs Company response to consumer
86893	85934	3		



Top reasons of credit Card related dispute



Yearly Trend



# Description of KPIs & Trends:

- 01.Total number of Complaints received are ~86.8k
- Resolved on time ~85.9k
- Resolution rate<-98%
- 02.In 2020 number of complaint are started declining by 74.5%.
- 03.People are preferring web as a channel to fill complaints<>almost 68% of complaints are filed by web as a channel.
- 04.Contribution of billing dispute are much more than the others dispute.