
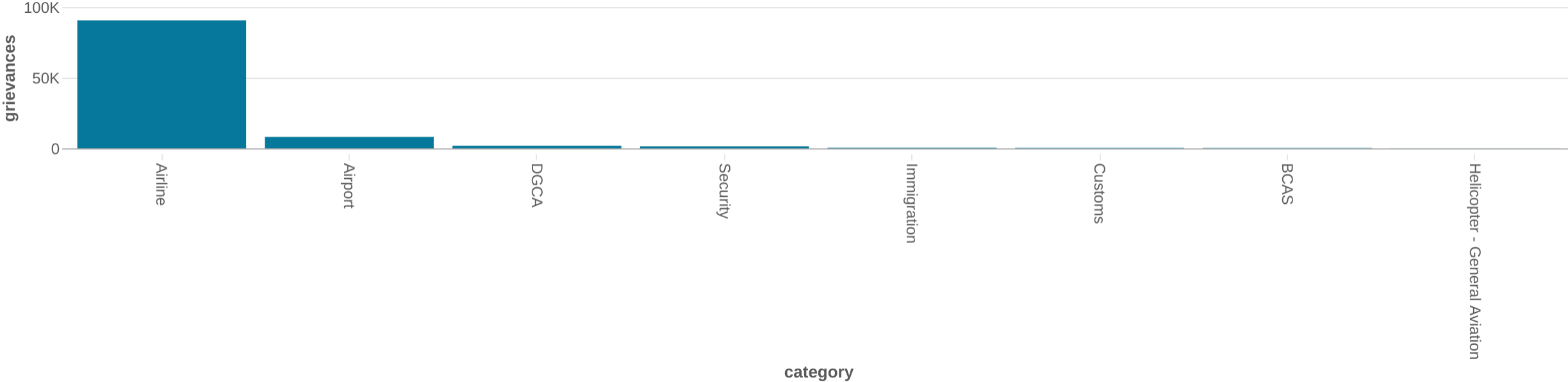


Grievances analysis

<div><div></div><div>Grievances Analysis Overview</div></div> <p>This dashboard presents an analysis of public grievances submitted through the AirSewa portal, using data from data.gov.in. It provides a summarized view of complaints received across categories, helping stakeholders identify key issues, take timely action, and improve future planning in the aviation sector.</p> <p>Observations:</p> <div><div>1. Most grievances are from Airline category and airport</div><div>2. 90% grievances are without rating and 10% are with rating</div><div>3. More grievances come via twitter than Facebook on social media</div><div>4. Around 95% grievances don't provide additional info</div></div>		
Total Grievances recieved	<div><div>Grievances by Category</div></div>	
Total active grievances without escalation		
Total active grievances with escalation	Grievances without rating	Grievances with rating
Very good rating grievances	Good rating grievances	Ok rating grievances
Very bad rating grievances	Bad rating grievances	
Twitter grievances	Facebook grievances	
Grievances with additional info not provided	Grievances with additional info provided	
Grievances without feedback	Grievances with feedback	
Grievances with feedback issue not resolved	Grievances with feedback issue resolved	