

Apna Complex Complaint Report

LakeBreeze							
Complaint Category	Previous Pending	Opened	Resolved	Total Outstanding	No Escalation	Escalated to L2	Escalated to L3
Billing-MC	7	3	8	2	100%	0	0
Carpentry	-	109	107	2	100%	0	0
Civil	26	16	21	21	77.78%	0	22.22%
Club House	1	-	1	-	100%	0	0
Common Areas	5	2	3	4	66.66%	0	33.33%
Commonarea-MC	1	-	1	-	100%	0	0
Communication	-	2	2	-	100%	0	0
Electrical	12	97	101	8	98.47%	0	1.53%
Fire and safety-Others	-	2	2	-	100%	0	0
Flour Mounting Problem.	-	1	1	-	100%	0	0
Piped Gas	3	27	27	3	100%	0	0
General	4	1	5	-	40%	0	60%
Geyser pipe fixing	-	3	3	-	100%	0	0
Horticulture	-	2	2	-	100%	0	0
Housekeeping	-	3	3	-	100%	0	0
Lifts	-	5	4	1	100%	0	0
No Category	1	-	-	1	0	0	0
Security	-	8	7	1	80%	20%	0
Play Equipment	1	-	-	1	0	0	0
Plumbing	1	281	282	16	95.9%	0	4.1%
seepage	-	2	2	-	50%	50%	0
Society	20	1	8	13	75%	0	25%
Suggestions	-	3	3	-	100%	0	0
Swimming Pool	-	1	1	-	100%	0	0
Telephone/ Intercom	-	3	3	-	100%	0	0
UPVC	2	3	3	2	100%	0	0
Water Valve	-	1	1	-	100%	0	0
Total	84	576	601	59	95.85%	0.49%	3.66%