

CUSTOMERS' GRIEVANCES DETAIL

Quarter ended December 31, 2016

S. #	PARTICULARS	NUMBER
1	Number of customer grievances on September 30, 2016	NIL
2	Number of customer grievances received during the quarter	1
3	Number of customer grievances redressed during the quarter	NIL
4	Number of customer grievances unresolved as on December 31, 2016	1
5	Number of customer grievances unresolved beyond three months of the receipt	NIL
	<i>Reasons for delay (complaint-wise):</i>	
	1.	
	2. The Matter is pending in Lahore High Court	
	3.	
	<i>Add more reasons, if needed</i>	