

## CUSTOMERS' GRIEVANCES DETAIL

Quarter ended March 31, 2017

| S. # | PARTICULARS  | NUMBER |
|------|--|--------|
| 1    | Number of customer grievances on December 31, 2016                                 | 1      |
| 2    | Number of customer grievances <b>received</b> during the quarter                   | NIL    |
| 3    | Number of customer grievances <b>redressed</b> during the quarter                  | NIL    |
| 4    | Number of customer grievances <b>unresolved</b> as on March 31, 2017               | 1      |
| 5    | Number of customer grievances <b>unresolved</b> beyond three months of the receipt | NIL    |
|      | <b><i>Reasons for delay (complaint-wise):</i></b>                                  |        |
|      | 1. The Matter is pending in Lahore High Court                                      |        |
|      | 2.   |        |
|      | 3.   |        |
|      | <i>Add more reasons, if needed</i>   |        |