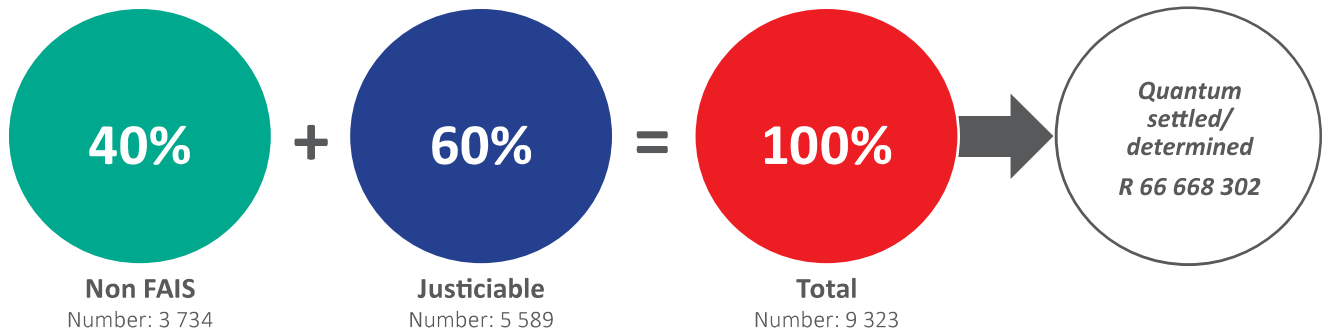


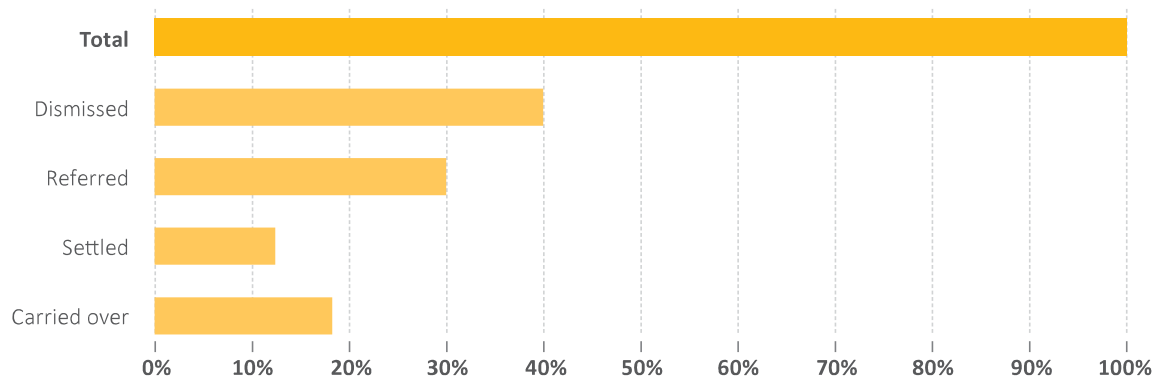
Statistics

for the year ending 31 March 2019

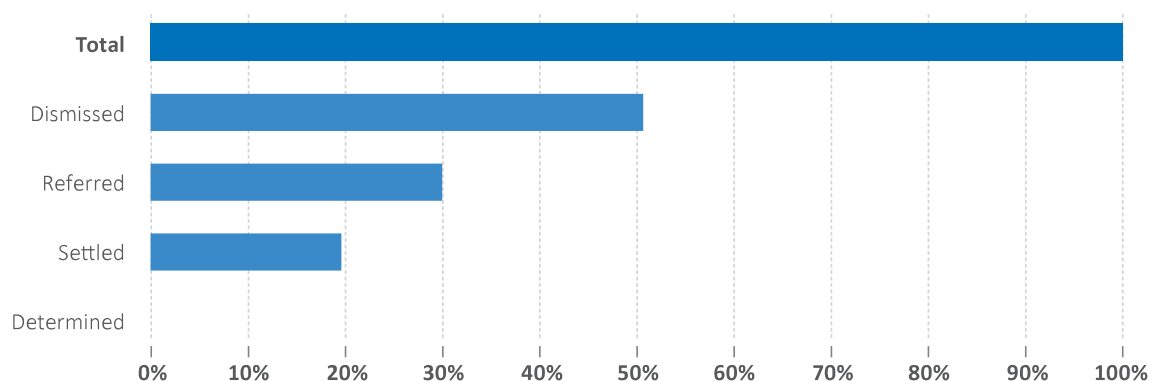
Cases received



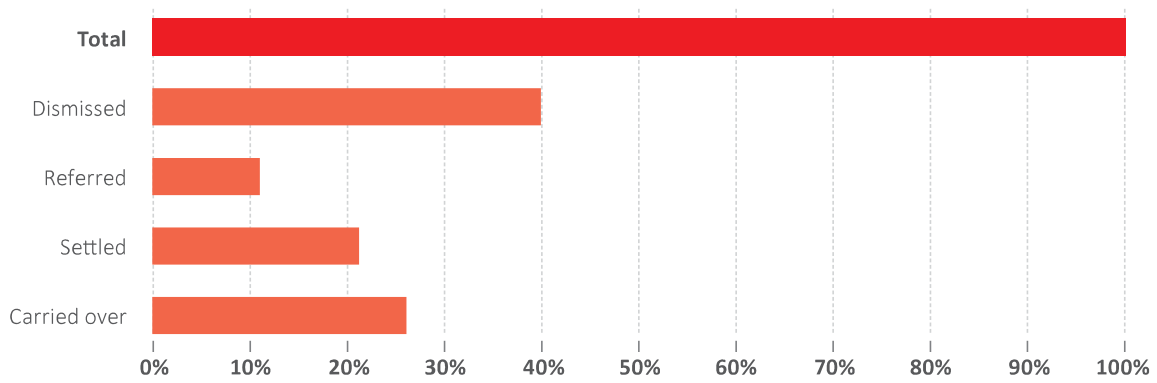
New Cases Resolved - All Complaints Received	No.	Percentage
Dismissed	3 684	40%
Referred	2 770	30%
Settled	1 209	13%
Carried over	1 660	18%
Total	9 323	100,00%



All Cases resolved - All Complaints Received	No.	Percentage
Dismissed	5 032	51%
Referred	3 002	30%
Settled	1 871	19%
Determined	49	0%
Total	9 954	100,00%



New Cases Resolved - Justiciable Complaints	No.	Percentage
Dismissed	2 225	40%
Referred	670	12%
Settled	1 207	22%
Carried over	1 487	27%
Total	5 589	100,00%



All Cases resolved - Justiciable Complaints	No.	Percentage
Dismissed	3 570	56%
Referred	904	14%
Settled	1 869	29%
Determined	49	1%
Total	6 392	100,00%

