

Analysis of grievances

	Numbers		%	
	2008-09	2007-08	2008-09	2007-08
Non-receipt of dividend warrants	566	650	82	73.00
Non-receipt of share certificates	88	132	13	15.00
Non-credit of shares	0	7	0	1.00
Non-receipt of fractional warrant	0	3	0	0.00
Others	34	93	5	11.00
Total	688	885	100	100.00