



### Trend of Monthly Disposal of Complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April-2024	Nil	Nil	Nil	Nil
2	May-2024	Nil	Nil	Nil	Nil
3	June-2024	Nil	Nil	Nil	Nil
4	July-2024	Nil	Nil	Nil	Nil
5	August-2024	Nil	Nil	Nil	Nil
6	September-2024	Nil	Nil	Nil	Nil
7	October-2024	Nil	Nil	Nil	Nil
8	November-2024	Nil	Nil	Nil	Nil
9	December-2024	Nil	Nil	Nil	Nil

\*should include complaints of previous months resolved in the current month, if any

\*\*should include total complaints pending as on the last day of the month, if any ^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

### Trend of Annual Disposal of Complaints

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	Nil	Nil	Nil	Nil
2	2018-19	Nil	Nil	Nil	Nil
3	2019-20	Nil	Nil	Nil	Nil
4	2020-21	Nil	Nil	Nil	Nil
5	2021-22	Nil	Nil	Nil	Nil
6	2022-23	Nil	Nil	Nil	Nil
7	2023-24	Nil	Nil	Nil	Nil
	<b>Grand Total</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>