



**Trend of monthly disposal of complaints**

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April, 2023	0	0	0	0
2	May, 2023	0	0	0	0
3	June, 2023	0	0	0	0
4	July, 2023	0	0	0	0
5	August, 2023	0	0	0	0
6	September, 2023	0	0	0	0
7	October 2023	0	0	0	0
8	November 2023	0	0	0	0
9	December 2023	0	0	0	0
10	January 2024	0	0	0	0
11	February 2024	0	14	12	2
12	March 2024	0	0	2	0
	<b>Grand Total</b>	<b>0</b>	<b>14</b>	<b>14</b>	<b>0</b>

\*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	2018-19	0	0	0	0
2	2019-20	0	0	0	0
3	2020-21	0	0	0	0
4	2021-22	0	4	4	0
5	2022-23	0	5	5	0
	<b>Grand Total</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>0</b>