

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 |
| | Grand Total | 0 | 0 | 0 | 0 |

*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 |
| | Grand Total | 0 | 9 | 9 | 0 |