



### Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April, 2022	0	0	0	0
2	May, 2022	0	0	0	0
3	June, 2022	0	2	2	0
4	July, 2022	0	0	0	0
5	August, 2022	0	1	1	0
6	September, 2022	0	2	2	0
7	October, 2022	0	0	0	0
8	November, 2022	0	0	0	0
9	December, 2022	0	0	0	0
10	January, 2023	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>5</b>	<b>5</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>