

Trend of monthly disposal of complaints

S N	Month	Carried forward from previous month	Received during the month	Resolved*	Pending**
1	2	3	4	5	6
1	April -2021	9	0	0	9
2	May-2021	9	0	0	9
3	June-2021	9	0	0	9
4	July-2021	9	0	0	9
5	August-2021	9	1	0	10
6	September-2021	10	2	2	10
7	October-2021	10	1	1	10
8	November-2021	10	2	2	10
9	December-2021	10	0	0	10
10	January-2022	10	0	0	10
11	February-2022	10	0	0	10
12	March-2022	10	0	0	10
13	Apr-2022	10	1	11	0
14	May-2022	0	0	0	0
15	June-2022	0	2	2	0
16	July-2022	0	0	0	0
17	August -2022	0	1	1	0
18	September-2022	0	0	0	0
19	October-2022	0	0	0	0
20	November-2022	0	0	0	0
21	December-2022	0	0	0	0

22	January - 2023	0	0	0	0
23	February - 2023	0	0	0	0
24	March-2023	0	0	0	0
25	April-2023	0	0	0	0
26	May-2023	0	0	0	0
27	Jun-2023	0	0	0	0
28	Jul-2023	0	0	0	0
29	Aug-2023	0	0	0	0
30	Sep-2023	0	0	0	0
31	Oct-23	0	0	0	0
32	Nov-23	0	0	0	0
33	Dec-23	0	0	0	0
34	Jan-24	0	0	0	0
35	Feb-24	0	0	0	0
36	Mar-24	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

S N	Month	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2	3	4	5	6
1	2017-18	9	0	0	9
2	2018-19	9	0	0	9
3	2019-20	9	10	10	9
4	2020-21	9	6	6	9
5	2021-22	9	1	0	10
6	2022-23	10	3	14	0
7	2023-24	0	0	0	0
8	2024-25	0			
	Grand Total	10	20	30	0