



**Trend of monthly disposal of complaints**

<b>S N</b>	<b>Month</b>	<b>Carried forward from previous month</b>	<b>Received during the month</b>	<b>Resolved*</b>	<b>Pending**</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
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
37	Apr-24	0	0	0	0
38	May-24	0	0	0	0
39	Jun-24	0	0	0	0
40	Jul-24	0	0	0	0
41	Aug-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	4	14	0

7	2023-24	0	0	0	0
8	2024-25	0			
	<b>Grand Total</b>	10	21	30	0