



### Trend of monthly disposal of complaints

SN	Month	Carried forward From previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	January, 2022	0	2	2	0
2	February, 2022	0	4	4	0
3	March, 2022	0	0	0	0
4	April, 2022	0	1	1	0
5	May, 2022	0	2	2	0
6	June, 2022	0	6	4	2
7	July, 2022	2	0	2	0
8	August, 2022	0	1	1	0
9	September, 2022	0	0	0	0
10	October, 2022	0	0	0	0
11	November, 2022	0	0	0	0
12	December, 2022	0	0	0	0
13	January, 2023	0	0	0	0
14	February, 2023	0	0	0	0
15	March, 2023	0	0	0	0
	<b>Grand Total</b>	<b>2</b>	<b>16</b>	<b>16</b>	<b>2</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	6	6	0
4	2021-22	0	10	10	0
5	2022-23	0	10	10	-
	<b>Grand Total</b>	<b>0</b>	<b>26</b>	<b>26</b>	<b>0</b>