

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	NIL	NIL	NIL	NIL
2	MAY-2023	NIL	NIL	NIL	NIL
3	JUNE-2023	NIL	NIL	NIL	NIL
4	JULY-2023	NIL	NIL	NIL	NIL
5	AUGUST-2023	NIL	NIL	NIL	NIL
6	SEPTEMBER-2023	NIL	NIL	NIL	NIL
7	OCTOBER-2023	NIL	NIL	NIL	NIL
8	NOVEMBER-2023	NIL	NIL	NIL	NIL
9	DECEMBER-2023				
10	JANUARY-2024				
11	FEBRUARY-2024				
12	MARCH-2024				
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	GRAND TOTAL				

*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 FORWORD FROM PREVIOUS YEAR	RECEIVED DURING THE YEAR	RESOLVED DURING THE YEAR	PENDING AT THE END OF THE YEAR
1	2017-2018	NIL	NIL	NIL	NIL
2	2018-2019	NIL	NIL	NIL	NIL
3	2019-2020	NIL	NIL	NIL	NIL
4	2020-2021	NIL	NIL	NIL	NIL
5	2021-2022	NIL	NIL	NIL	NIL
6	2022-2023	NIL	NIL	NIL	NIL
7	2023-2024				
	GRAND TOTAL	NIL	NIL	NIL	NIL