



|   |                    |     |     |     |     |     |     |    |
|---|--------------------|-----|-----|-----|-----|-----|-----|----|
| 6 | <b>Grand Total</b> | Nil | Nil | Nil | Nil | Nil | Nil | NA |
|---|--------------------|-----|-----|-----|-----|-----|-----|----|

**Trend of monthly disposal of complaints**

| SN | Month | Carried forward from previous month | Received | Resolved* | Pending** |
|----|-------|-------------------------------------|----------|-----------|-----------|
| 1  | 2     | 3                                   | 4        | 5         | 6         |

|    |                        |            |            |            |            |
|----|------------------------|------------|------------|------------|------------|
| 1  | Jul- 2023<br>TM<br>DP  | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 2  | Aug- 2023<br>TM<br>DP  | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 3  | Sep- 2023<br>TM<br>DP  | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 4  | Oct- 2023<br>TM<br>DP  | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 5  | Nov- 2023<br>TM<br>DP  | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 6  | Dec- 2023<br>TM<br>DP  | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 7  | Jan- 2024<br>TM<br>DP  | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 8  | Feb - 2024<br>TM<br>DP | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 9  | Mar - 2024<br>TM<br>DP | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 10 | Apr - 2024<br>TM<br>DP | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 11 | May - 2024<br>TM<br>DP | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
| 12 | Jun - 2024<br>TM<br>DP | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil | Nil<br>Nil |
|    | <b>Grand Total</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**

| <b>SN</b> | <b>Year</b>         | <b>Carried forward from previous year</b> | <b>Received during the year</b> | <b>Resolved during the year</b> | <b>Pending at the end of the year</b> |
|-----------|---------------------|---|---------------------------------|---------------------------------|---------------------------------------|
| 1         | 2017-18<br>TM<br>DP | Nil<br>Nil                                | Nil<br>Nil                      | Nil<br>Nil                      | Nil<br>Nil                            |
| 2         | 2018-19<br>TM<br>DP | Nil<br>Nil                                | Nil<br>Nil                      | Nil<br>Nil                      | Nil<br>Nil                            |
| 3         | 2019-20<br>TM<br>DP | Nil<br>Nil                                | Nil<br>Nil                      | Nil<br>Nil                      | Nil<br>Nil                            |
| 4         | 2020-21<br>TM<br>DP | Nil<br>Nil                                | Nil<br>Nil                      | Nil<br>Nil                      | Nil<br>Nil                            |
| 5         | 2021-22<br>TM<br>DP | Nil<br>Nil                                | Nil<br>Nil                      | Nil<br>Nil                      | Nil<br>Nil                            |
| 6         | 2022-23<br>TM<br>DP | Nil<br>Nil                                | Nil<br>Nil                      | Nil<br>Nil                      | Nil<br>Nil                            |
| 7         | 2023-24<br>TM<br>DP | Nil<br>Nil                                | Nil<br>Nil                      | Nil<br>Nil                      | Nil<br>Nil                            |
|           | <b>Grand Total</b>  |   |                                 |                                 |                                       |