

Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	Sep– 2023 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
2	Oct– 2023 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
3	Nov– 2023 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
4	Dec– 2023 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
5	Jan– 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
6	Feb – 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
7	Mar – 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
8	Apr – 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
9	May – 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
10	Jun – 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
11	Jul – 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
12	Aug – 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
	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 forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
2	2018-19 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
3	2019-20 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
4	2020-21 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
5	2021-22 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
6	2022-23 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
7	2023-24 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
	Grand Total				