



**Trend of monthly disposal of complaints**

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	Oct- 2023 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
2	Nov- 2023 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
3	Dec- 2023 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
4	Jan- 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
5	Feb - 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
6	Mar - 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
7	Apr - 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
8	May - 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
9	Jun - 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
10	Jul - 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
11	Aug - 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil Nil
11	Sep - 2024 TM DP	Nil Nil	Nil Nil	Nil Nil	Nil 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 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
	<b>Grand Total</b>				