



\*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	2020-21	2	8	8	2
2	2021-22	2	6	8	0
3	2022-23	0	0	0	0
4	2023-24	0	1	1	0
5	2024-25	0			
	<b>Grand Total</b>	0	0	0	