

[illegible]

Trend of Monthly Disposal of Complaints

SN	Month	Carried Forward from previous month	Received	Resolved	Pending
1	2	3	4	5	6
1	Mar-25	0	0	0	0
2	Feb-25	0	0	0	0
3	Jan-25	0	0	0	0
4	Dec-24	0	2	2	0
5	Nov-24	0	0	0	0
6	Sep-24	0	0	0	0
7	Aug-24	0	0	0	0
8	Jul-24	0	0	0	0
9	Jun-24	0	0	0	0
10	May-24	0	0	0	0
11	Apr-24	0	0	0	0
12	Mar-24	0	0	0	0
13	Feb-24	0	0	0	0
	Grand Total	0	0	0	0

Notes:

- CarriedForwardfromPreviousMonth:Includesunresolvedcomplaintscarriedoverfromthepriormonth.
- PendingatEndoftheMonth:Includesallcomplaintspendingattheendofthecurrentmonth.
- AverageResolutionTime:Calculatedasthetotaldaystakentoresolveallcomplaintsdividedbythenumberofcomplaintsresolvedinthecurrentmonth.

Trend of Annual Disposal of Complaints

SN	Year	Carried Forward from Previous Year	Received During the Year	Resolved During the Year	Pending at End of the Year
1	2024-25	0	2	2	0
2	2023-24	0	0	0	0
3	2022-23	0	0	0	0
4	2021-22	0	0	0	0
5	2020-21	0	0	0	0
6	2019-20	0	0	0	0
7	2018-19	0	0	0	0
8	2017-18	0	0	0	0
	Grand Total	0	0	0	0