

\*\*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	2018-19	NIL	NIL	NIL	NIL
2	2019-20	NIL	NIL	NIL	NIL
3	2020-21	NIL	NIL	NIL	NIL
4	2021-22	NIL	NIL	NIL	NIL
5	2022-23	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	NIL	NIL	NIL	NIL

