

## Annexure- B

[illegible]

### TREND OF MONTHLY DISPOSAL OF COMPLAINTS

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April, 2025	0	0	0	0
2	May, 2025	0	1	1	0
3	June, 2025	0	1	1	0
4	July, 2025	0	1	1	0
5	August, 2025	0	2	1	1
6	September, 2025	1	1	2	0
7	October, 2025	0	0	0	0
8	November, 2025	0	0	0	0
9	December, 2025	0	0	0	0
10	January, 2026	0	0	0	0
GRAND TOTAL		1	6	6	1

\*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

Sr. No.	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2019-20	0	4	4	0
2	2020-21	0	5	5	0
3	2021-22	0	4	4	0
4	2022-23	0	6	6	0
5	2023-24	0	0	0	0
6	2024-25	0	6	6	0
7	2025-26	0	6	6	0
GRAND TOTAL		0	31	31	0

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