



**Data for month ending SEPTEMBER-2026**

[illegible]



**Trend of monthly disposal of complaints**

| SN | Month | Carried forward from previous month | Received | Resolved* | Pending** |
|----|-------|-------------------------------------|----------|-----------|-----------|
|----|-------|-------------------------------------|----------|-----------|-----------|

| 1  | 2           | 3 | 4 | 5 | 6 |
|----|-------------|---|---|---|---|
| 1  | Apr-26      | 0 | 0 | 0 | 0 |
| 2  | May-26      | 0 | 0 | 0 | 0 |
| 3  | Jun-26      | 0 | 0 | 0 | 0 |
| 4  | Jul-26      | 0 | 0 | 0 | 0 |
| 5  | Aug-26      | 0 | 0 | 0 | 0 |
| 6  | Sep-26      | 0 | 0 | 0 | 0 |
| 7  | Oct-26      |   |   |   |   |
| 8  | Nov-26      |   |   |   |   |
| 9  | Dec-26      |   |   |   |   |
| 10 | Jan-27      |   |   |   |   |
| 11 | Feb-27      |   |   |   |   |
| 12 | Mar-27      |   |   |   |   |
|    | Grand Total | 0 | 0 | 0 | 0 |



\*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**

| SN | Year               | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|----|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1  | 2022-23            | 0                                  | 0                        | 0                        | 0                              |
| 2  | 2023-24            | 0                                  | 0                        | 0                        | 0                              |
| 3  | 2024-25            | 0                                  | 0                        | 0                        | 0                              |
| 4  | 2025-26            | 0                                  | 2                        | 2                        | 0                              |
| 5  | 2026-27            | 0                                  | 0                        | 0                        | 0                              |
|    |                    |                                    |                          |                          |                                |
|    |                    |                                    |                          |                          |                                |
|    |                    |                                    |                          |                          |                                |
|    |                    |                                    |                          |                          |                                |
|    | <b>Grand Total</b> | 0                                  | 2                        | 2                        | 0                              |