

Part C: Trend of monthly disposal of complaints (including complaints received through SCORES)

S. No	Month	Carried forward from previous month	Received	Resolved*	Pending
1	2	3	4	5	6
1	April-2023	0	2	2	0
2	May-2023	0	1	1	0
3	June-2023	0	0	0	0
4	July-2023	0	2	1	1
5	August-2023	1	0	1	0
6	September-2023	0	0	0	0
7	October-2023	0	0	0	0
8	November-2023	0	0	0	0
9	December -2023	0	2	0	2
10	January-2024	1	0	1	0

Part D: Trend of annual disposal of complaints (including complaints received through SCORES)

S.No	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2	3	4	5	5
1	2017-18	Not Applicable	Not Applicable	Not Applicable	Not Applicable
2	2018-19	Not Applicable	Not Applicable	Not Applicable	Not Applicable
3	2019-20	Not Applicable	Not Applicable	Not Applicable	Not Applicable
4	2020-21	Not Applicable	Not Applicable	Not Applicable	Not Applicable
5	2021-22	0	42	42	0
6	2022-23	0	4	4	0
7	2023-24	0	6	6	0