

Part B: Report on complaints received through SCORES

[illegible]

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

S. No	Month	Carried forward from previous month	Received	Resolved*
1	2	3	4	5
1	April-2023	0	2	2
2	May-2023	0	1	1
3	June-2023	0	0	0
4	July-2023	0	2	1
5	August-2023	1	0	1
6	September-2023	0	0	0
7	October-2023	0	0	0
8	November-2023	0	0	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
1	2	3	4	5
1	2017-18	Not Applicable	Not Applicable	Not Applicable
2	2018-19	Not Applicable	Not Applicable	Not Applicable
3	2019-20	Not Applicable	Not Applicable	Not Applicable
4	2020-21	Not Applicable	Not Applicable	Not Applicable
5	2021-22	0	42	42
6	2022-23	0	4	4
7	2023-24	0	5	5