

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 | 0 | 0 | 0 |
| 10 | January-2024 | 0 | 0 | 0 | 0 |
| 11 | February-2024 | 0 | 0 | 0 | 0 |
| 12 | March-2024 | 0 | 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 | Pending at the end of the year |
|-------------|-------------|---|---------------------------------|---------------------------------|---------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 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 | 5 | 5 | 0 |