

| Part C: Trend of monthly disposal of complaints (including complaints received through SCORES) | | | | | |
|---|--------------------|--|-----------------|-------------------|------------------|
| SN | Month | Carried forward from previous month | Received | Resolved * | Pending** |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Apr-23 | 0 | 0 | 0 | 0 |
| 2 | May-23 | 0 | 0 | 0 | 0 |
| 3 | Jun-23 | 0 | 0 | 0 | 0 |
| 4 | Jul-23 | 0 | 0 | 0 | 0 |
| 5 | Aug-23 | 0 | 0 | 0 | 0 |
| 6 | Sep-23 | 0 | 0 | 0 | 0 |
| 7 | Oct-23 | 0 | 0 | 0 | 0 |
| 8 | Nov-23 | 0 | 1 | 0 | 1 |
| | Grand Total | 0 | 1 | 0 | 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.

| Part D: Trend of annual disposal of complaints (including complaints received through SCORES) | | | | | |
|---|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| SN | Year | Carried forward from previous Year | Received during the year | Resolved during the year | Pending at the end of the year |
| 1 | 2017-18 | 0 | 0 | 0 | 0 |
| 2 | 2018-19 | 0 | 0 | 0 | 0 |
| 3 | 2019-20 | 0 | 0 | 0 | 0 |
| 4 | 2020-21 | 0 | 0 | 0 | 0 |
| 5 | 2021-22 | 0 | 0 | 0 | 0 |
| 6 | 2022-23 | 0 | 0 | 0 | 0 |
| 7 | 2023-24 | 0 | 1 | 0 | 1 |
| | Grand Total | 0 | 1 | 0 | 1 |