





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

<b>SN</b>	<b>Month</b>	<b>Carried forward from previous month</b>	<b>Received</b>	<b>Resolved *</b>	<b>Pending**</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
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
9	Dec-23	1	3	4	0
	Grand Total		<b>4</b>	<b>4</b>	

\*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)**

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous Year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
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	4	4	0
	<b>Grand Total</b>		<b>4</b>	<b>4</b>	