

**Trend of monthly disposal of complaints**

| <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.        | April 2024     | 0                                          | 0               | 0                 | 0                 |
| 2.        | May 2024       | 0                                          | 0               | 0                 | 0                 |
| 3.        | June 2024      | 0                                          | 01              | 01                | 0                 |
| 4.        | July 2024      | 0                                          | 0               | 0                 | 0                 |
| 5.        | August 2024    | 0                                          | 0               | 0                 | 0                 |
| 6.        | September 2024 | 0                                          | 02              | 02                | 0                 |
| 7.        | October 2024   | 0                                          | 0               | 0                 | 0                 |
| 8.        | November 2024  | 0                                          | 0               | 0                 | 0                 |
| 9.        | December 2024  | 0                                          | 0               | 0                 | 0                 |
| 10.       | January 2025   | 0                                          | 0               | 0                 | 0                 |
| 11.       | February 2025  | 0                                          | 0               | 0                 | 0                 |
| 12.       | March 2025     | 0                                          | 03              | 03                | 0                 |
| 13.       | April 2025     | 0                                          | 01              | 01                | 0                 |
| 14.       | May 2025       | 0                                          | 0               | 0                 | 0                 |
| 15.       | June 2025      | 0                                          | 01              | 01                | 01                |
| 16.       | July 2025      | 01                                         | 01              | 02                | 0                 |
| 17.       | August 2025    | 0                                          | 0               | 0                 | 0                 |
|           | Grand total    | 01                                         | 09              | 10                | 01                |