





### Part B: Report on complaints received through SCORES

[illegible]



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

<b>S. No</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 – 2025	0	2	2	0
2	May – 2025	0	0	0	0
3	June – 2025	0	0	0	0
4	July – 2025	0	0	0	0
5	August – 2025	0	1	1	0
6	September – 2025	0	0	0	0
7	October – 2025	0	0	0	0
8	November – 2025	0	0	0	0
9	December – 2025	0	0	0	0

**Part D: Trend of annual disposal of complaints (including complaints received through SCORES)**

<b>S.No</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>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
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	6	6	0
8	2024-25	0	2	2	0
9	2025-26	0	3	3	0