



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

[illegible]

**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-2024	0	0	0	0
2	May-2024	0	0	0	0
3	June – 2024	0	0	0	0
4	July – 2024	0	1	0	1
5	August – 2024	1	1	2	0
6	September – 2024	0	0	0	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	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	6	6	0
8	2024-25	0	2	2	0