





**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>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	April-2023	0	2	2
2	May-2023	0	1	1
3	June-2023	0	0	0
4	July-2023	0	2	1
5	August-2023	1	0	1
6	September-2023	0	0	0
7	October-2023	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>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	2017-18	Not Applicable	Not Applicable	Not Applicable
2	2018-19	Not Applicable	Not Applicable	Not Applicable
3	2019-20	Not Applicable	Not Applicable	Not Applicable
4	2020-21	Not Applicable	Not Applicable	Not Applicable
5	2021-22	0	42	42
6	2022-23	0	4	4
7	2023-24	0	5	5