**Trendof monthlydisposalofcomplaints**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SN** | **Month** | **Carried forward from previous month** | **Received** | **Resolved\*** | **Pending\*\*** |
| **1** | **2** | **3** | **4** | **5** | **6** |
| 1 | April -2024 | NIL | NIL | NA | NA |
| 2 | May -2024 | NIL | NIL | NA | NA |
| 3 | June -2024 | NIL | NIL | NA | NA |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  | **GrandTotal** |  |  |  |  |

\*Shouldincludecomplaintsofpreviousmonthsresolvedinthecurrentmonth,ifany.

\*\*Shouldincludetotalcomplaintspendingasonthelastdayofthemonth, ifany.

^Averageresolutiontimeisthesumtotaloftimetakentoresolveeachcomplaintinthecurrentmonthdividedbytotalnumber ofcomplaintsresolvedinthecurrentmonth.