**Trendof monthlydisposalofcomplaints**

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

\*Shouldincludecomplaintsofpreviousmonthsresolvedinthecurrentmonth,ifany.

\*\*Shouldincludetotalcomplaintspendingasonthelastdayofthemonth, ifany.

^Averageresolutiontimeisthesumtotaloftimetakentoresolveeachcomplaintinthecurrentmonthdividedbytotalnumber ofcomplaintsresolvedinthecurrentmonth.