

Trend of annual disposal of complaints

| SN | Year | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|-----------|-------------|---|---------------------------------|---------------------------------|---------------------------------------|
| 1 | 2018-19 | NIL | NIL | NIL | NIL |
| 2 | 2019-20 | NIL | NIL | NIL | NIL |
| 3 | 2020-21 | NIL | NIL | NIL | NIL |
| 4 | 2022-23 | NIL | NIL | NIL | NIL |
| 5 | 2023-24 | NIL | NIL | NIL | NIL |
| 6 | 2024-25 | NIL | NIL | NIL | NIL |
| 7 | 2025-26 | NIL | NIL | NIL | NIL |
| 8 | 2026-27 | NIL | NIL | NIL | NIL |