

**Trend of monthly disposal of complaints**

<b>SN</b>	<b>Month</b>	<b>Carried forward from previous month</b>	<b>Received</b>	<b>Resolved*</b>	<b>Pending**</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	December 2021	Nil	Nil	Nil	Nil
2	January 2022	Nil	Nil	Nil	Nil
3	February 2022	Nil	Nil	Nil	Nil
4	March 2022	Nil	Nil	Nil	Nil
5	April 2022	Nil	Nil	Nil	Nil
6	May 2022	Nil	Nil	Nil	Nil
7	June 2022	Nil	Nil	Nil	Nil
8	July 2022	Nil	Nil	Nil	Nil
9	August 2022	Nil	Nil	Nil	Nil
10	September 2022	Nil	Nil	Nil	Nil
11	October 2022	Nil	Nil	Nil	Nil
12	November 2022	Nil	Nil	Nil	Nil
13	December 2022	Nil	Nil	Nil	Nil
14	January 2023	Nil	Nil	Nil	Nil
15	February 2023	Nil	Nil	Nil	Nil
16	March 2023	Nil	Nil	Nil	Nil
17	April 2023	Nil	Nil	Nil	Nil
18	May 2023	Nil	Nil	Nil	Nil
19	June 2023	Nil	Nil	Nil	Nil
20	July 2023	Nil	Nil	Nil	Nil
21	August 2023	Nil	Nil	Nil	Nil
22	September 2023	Nil	Nil	Nil	Nil
23	October 2023	Nil	Nil	Nil	Nil
24	November 2023	Nil	Nil	Nil	Nil
25	December 2023	Nil	Nil	Nil	Nil
26	January 2024	Nil	Nil	Nil	Nil
27	February 2024	Nil	Nil	Nil	Nil
28	March 2024	Nil	Nil	Nil	Nil
29	April 2024	Nil	Nil	Nil	Nil
30	May 2024	Nil	Nil	Nil	Nil
31	June 2024	Nil	Nil	Nil	Nil
32	July 2024	Nil	Nil	Nil	Nil
33	Aug 2024	Nil	Nil	Nil	Nil
34	Sep 2024	Nil	Nil	Nil	Nil
35	Oct 2024	Nil	Nil	Nil	Nil
36	Nov 2024	Nil	Nil	Nil	Nil
37	Dec 2024	Nil	Nil	Nil	Nil
26	January 2025	Nil	Nil	Nil	Nil
27	February 2025	Nil	Nil	Nil	Nil
28	March 2025	Nil	Nil	Nil	Nil
29	April 2025	Nil	Nil	Nil	Nil

30	May 2025	Nil	Nil	Nil	Nil
31	June 2025	Nil	Nil	Nil	Nil
32	July 2025	Nil	Nil	Nil	Nil
33	Aug 2025	Nil	Nil	Nil	Nil
34	Sep 2025	Nil	Nil	Nil	Nil
35	Oct 2025	Nil	Nil	Nil	Nil
36	Nov 2025	Nil	Nil	Nil	Nil
37	Dec 2025	Nil	Nil	Nil	Nil
26	January 2026	Nil	Nil	Nil	Nil
27	February 2026	Nil	Nil	Nil	Nil
28	March 2026	Nil	Nil	Nil	Nil
29	April 2026	Nil	Nil	Nil	Nil
30	May 2026	Nil	Nil	Nil	Nil
31	June 2026	Nil	Nil	Nil	Nil

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should include total complaints pending as on the last day of the month, if any.

^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.