

Part D: Trend of annual disposal of complaints (including complaints received through SCORES)				
SN	Year	Carried forward from previous year	Received during the year	Resolved during the year
1	2	3	4	5
1	2017-18	5	252	257
2	2018-19	2	122	124
3	2019-20	0	91	91
4	2020-21	0	54	54
5	2021-22	0	38	38