

Part C: Trend of monthly disposal of complaints (including complaints received through SCORES)				
SN	Month	Carried forward from previous month	Received	Resolved*
1	2	3	4	5
1	Apr-21	0	3	3
2	May-21	0	7	7
3	Jun-21	0	5	5
4	Jul-21	0	8	8
5	Aug-21	0	1	0
6	Sep-21	1	3	4
7	Oct-21	0	4	4
8	Nov-21	0	2	2
9	Dec-21	0	5	5
10	Jan-22	0	4	4
11	Feb-22	0	0	0