

**Trend of annual (Financial Year) disposal of complaints (for 5 years on rolling basis)
(on aggregate basis)**

SN	Year	Carried forward from previous year	Received	Resolved	Pending
1	2017-18	136	50	25	161
2	2018-19	161	49	57	153
3	2019-20	153	15	13	155
4	2020-21	155	199	90	264
5	2021-22	264	149	204	209
	Grand Total		462	389	209