

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

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received</b>	<b>Resolved</b>	<b>Pending</b>
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	137	194	207
	<b>Grand Total</b>		<b>450</b>	<b>379</b>	<b>207</b>