

## TREND OF MONTHLY COMPLAINTS DISPOSAL

**BY: RESEARCH ANALYST**

**O. J. FINANCIAL SERVICES LTD**

S.No.	Month	Carried forward from previous month	Received during the month	Resolved*	Pending**
1	2	3	4	5	6
1	APRIL 2022	0	0	0	0
2	MAY 2022	0	0	0	0
3	JUNE-2022	0	0	0	0
4	JULY-2022	0	0	0	0
5	AUG-2022	0	0	0	0
6	SEP-2022	0	0	0	0
7	OCT-2022	0	0	0	0
8	NOV-2022	0	0	0	0
9	DEC-2022	0	0	0	0
10	Jan-2023	0	0	0	0
11	Feb-2023	0	0	0	0
12	Mar-2023	0	0	0	0
13	Apr-2023	0	0	0	0
	<b>Grand Total</b>	0	0	0	0

\*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.