

# TREND OF MONTHLY COMPLAINTS DISPOSAL

BY: RTA DIVISION

O. J. FINANCIAL SERVICES LTD (CATEGORY-II)

S.No.	Month	Carried forward from previous month	Received during the month	Resolved*	Pending**
1	2	3	4	5	6
1	April-2024	0	0	0	0
2	May-2024	0	0	0	0
3	June-2024	0	0	0	0
4	July-2024	0	0	0	0
5	August-2024	0	0	0	0
6	September-2024	0	0	0	0
7	October-2024	0	0	0	0
8	November-2024	0	0	0	0
9	December-2024	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.