

		YTD
Jun'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	175	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
Total	175	

*Pending refers to the grievances received during the reporting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

		YTD
May'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	106	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
Total	106	

*Pending refers to the grievances received during the reporting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

		YTD
Apr'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	48	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
Total	48	

*Pending refers to the grievances received during the reporting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

FY 25-26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	868	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
Total	868	

*Pending refers to the grievances received during the reporting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

FY 24-25		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	893	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
Total	893	

*Pending refers to the grievances received during the reporting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

FY 23-24		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	977	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
Total	977	

*Pending refers to the grievances received during the reporting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

		YTD
Jun'26		
Service Request	Nos	Proportion
Closed within 7 days	3038	100.00%
Closed within 8-15 days	0	0.00%
Closed within 16-30 days	0	0.00%
Closed within 31-60 days	0	0.00%
Closed above 60 days	0	0.00%
Unaddressed* at end of period	0	0.00%
Total	3038	

*Unaddressed refers to the Service Requests received during a given month that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 7 days.

		YTD
May'26		
Service Request	Nos	Proportion
Closed within 7 days	2996	99.97%
Closed within 8-15 days	1	0.03%
Closed within 16-30 days	0	0.00%
Closed within 31-60 days	0	0.00%
Closed above 60 days	0	0.00%
Unaddressed* at end of period	0	0.00%
Total	2997	

*Unaddressed refers to the Service Requests received during a given month that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 7 days.

		YTD
Apr'26		
Service Request	Nos	Proportion
Closed within 7 days	3317	99.97%
Closed within 8-15 days	1	0.03%
Closed within 16-30 days	0	0.00%
Closed within 31-60 days	0	0.00%
Closed above 60 days	0	0.00%
Unaddressed* at end of period	0	0.00%
Total	3318	

*Unaddressed refers to the Service Requests received during a given month that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 7 days.

FY 25-26		
Service Request	Nos	Proportion
Closed within 7 days	39756	99.86%
Closed within 8-15 days	46	0.12%
Closed within 16-30 days	11	0.03%
Closed within 31-60 days	0	0.00%
Closed above 60 days	0	0.00%
Unaddressed* at end of period	0	0.00%
Total	39813	

*Unaddressed refers to the Service Requests received during a given month that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 7 days.

FY 24-25		
Service Request	Nos	Proportion
Closed within 7 days	33979	99.80%
Closed within 8-15 days	40	0.12%
Closed within 16-30 days	28	0.08%
Closed within 31-60 days	0	0.00%
Closed above 60 days	0	0.00%
Unaddressed* at end of period	0	0.00%
Total	34047	

*Unaddressed refers to the Service Requests received during a given month that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 7 days.

FY 23-24		
Service Request	Nos	Proportion
Closed within 7 days	28674	97.18%
Closed within 8-15 days	833	2.82%
Closed within 16-30 days	0	0.00%
Closed within 31-60 days	0	0.00%
Closed above 60 days	0	0.00%
Unaddressed* at end of period	0	0.00%
Total	29507	

*Unaddressed refers to the Service Requests received during a given month that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 7 days.