

Particulars	YTD Jul'26	
	Count	%
Grievance Redressal*		
Number and proportion of grievances redressed	1358	100.00%
<i>Within 15 days</i>	1301	95.8%
<i>Within 30 days</i>	36	2.7%
<i>Beyond 30 days</i>	21	1.5%
<i>Unaddressed</i>	0	0.0%

**Grievance metrics include service requests that breached the 7-day TAT, including redressal within 15 days*