

Grievance Redressal

Grievance redressal	FY2024	
	Number of Cases	Proportion %
Redressed within 15 days	13,831	56.4%
Redressed within 30 days	5,175	21.1%
Redressed within 60 days	1,159	4.7%
Redressed beyond 60 days	346	1.4%
Open as on March 31, 2024	3,997	16.3%
Total	24,508	100.0%