

Grievance Redressal

Grievance redressal	FY2025	
	Number of Cases	Proportion %
Redressed within 15 days	10,062	45.1%
Redressed within 30 days	6,987	31.3%
Redressed within 60 days	2,995	13.4%
Redressed beyond 60 days	787	3.5%
Open as on March 31, 2025	1,499	6.7%
Total	22,330	100.0%