

Complaint statistics

Year	Opening balance (as on 1 st Jan.)	Accrual (between 1 st Jan to 31 st Dec)	Disposal (between 1 st Jan to 31 st Dec)	Closing balance (as on 31 st Dec)
2019	173	709	749	133
2020	133	451	452	132
2021	132	636	709	59
2022	59	561	564	56
2023 (* As on 01.10.2023)	56	454	458	52