

**NATIONAL E-GOVERNANCE SERVICES LTD**  
**ADMINISTRATIVE OFFICE, BANGALORE**

Details of Grievances Received, Redressed and Pending as at 31<sup>st</sup> March 2025, year-wise are as under:

<b>Financial Year</b>	<b>No. of Grievances Received</b>	<b>No. of Grievances Redressed</b>	<b>No. of Grievances Pending</b>
2017-18	NIL	NIL	NIL
2018-19	NIL	NIL	NIL
2019-20	26	26	NIL
2020-21	144	144	NIL
2021-22	131	131	NIL
2022-23	197	197	NIL
2023-24	376	376	NIL
2024-25	411	400	11*

*\*The above 11 grievances received by NeSL during the week-end have been redressed on the next working day.*