

NATIONAL E-GOVERNANCE SERVICES LTD
ADMINISTRATIVE OFFICE, BANGALORE

Details of Grievances Received, Redressed and Pending as at 31st March 2026, year-wise are as under:

Financial Year	No. of Grievances Received	No. of Grievances Redressed	No. of Grievances Pending
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*
2025-26	911	911	NIL

*(Note *: For the FY 2024-25, the above 11 grievances received were pertaining to two clients. One client raised 10 grievances with the same query. The office was closed due to scheduled holidays from 29th Mar to 31st Mar 2025. Therefore, these grievances were redressed on the next working day on 1st Apr 2025. Effectively all the grievances received during FY 2024-25 stand redressed)*