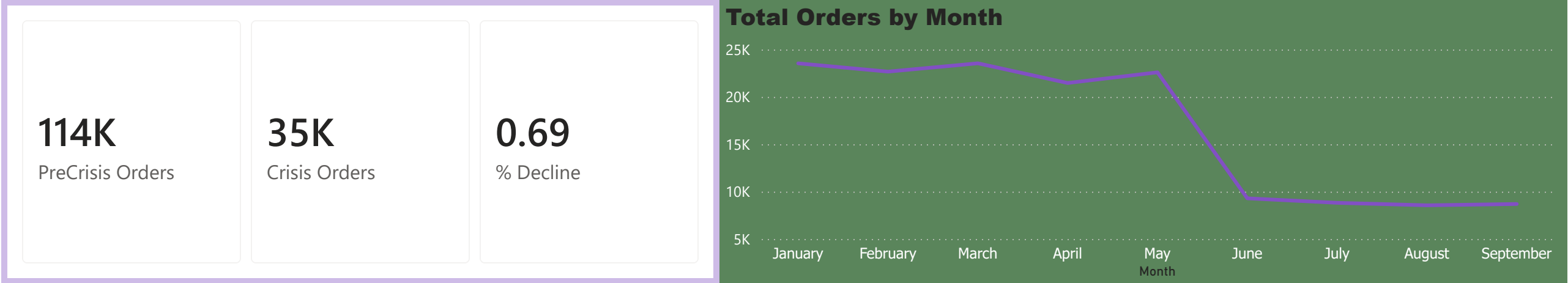


# Monthly orders



city	PreCrisis Orders by City	Crisis Orders by City	% Decline by City
Chennai	11537	3463	0.70
Kolkata	10470	3226	0.69
Bengaluru	28219	8700	0.69
Hyderabad	11546	3589	0.69
Ahmedabad	9355	2916	0.69
Mumbai	16809	5264	0.69
Delhi	16837	5301	0.69
Pune	9033	2901	0.68
Total	113806	35360	0.69

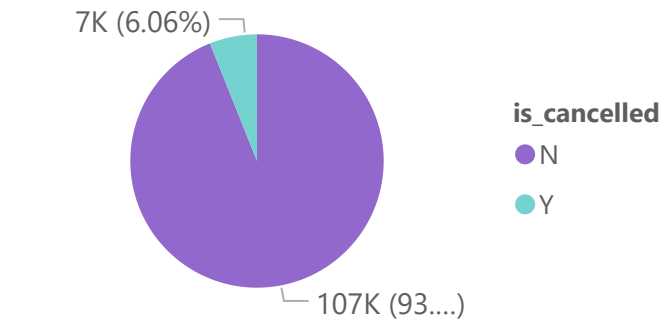
At 23543, March had the highest Total Orders and was 175.20% higher than August, which had the lowest Total Orders at 8555. March accounted for 15.78% of Total Orders. Across all 9 Month, Total Orders ranged from 8555 to 23543.

restaurant_id	PreCrisis Orders	Crisis Orders	% Decline
REST16529	21	2	0.90
REST16780	18	5	0.72
REST11694	17	4	0.76
REST13412	17	3	0.82
REST11761	16	2	0.88
REST12335	16	3	0.81
REST01047	15	1	0.93
REST04506	15	2	0.87
REST10881	15	1	0.93
REST11911	15	1	0.93
REST12919	15	1	0.93
REST13873	15		1.00
REST16760	15	3	0.80
REST18122	15		1.00
Total	255	31	0.88

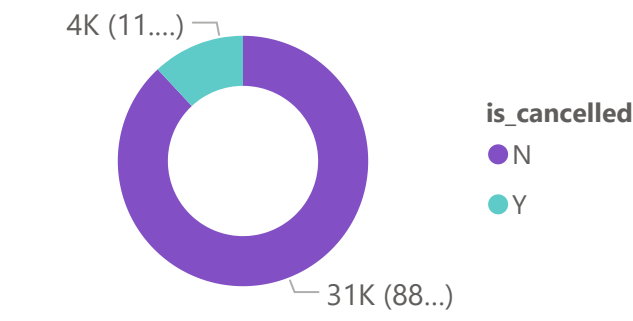
CANCELLATION ANALYSIS

CANCELLATION ANALYSIS

PreCrisis Orders by is\_cancelled



Crisis Orders by is\_cancelled

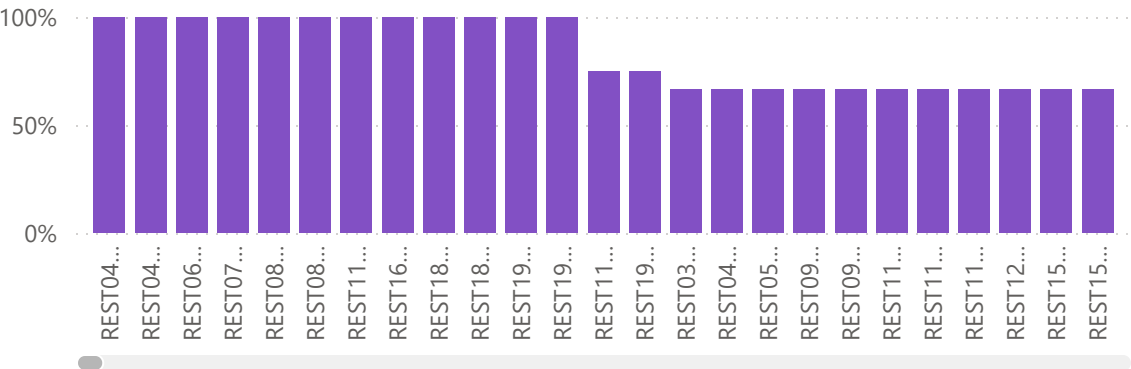


Cancellation Rate by city



Month	Cancellation Rate
January	6.22%
February	6.15%
March	5.99%
April	5.85%
May	6.06%
June	11.56%
July	11.91%
August	12.51%
September	11.78%
Total	7.45%

Cancellation Rate by restaurant\_id



# RATINGS FLUCTUATION ANALYSIS

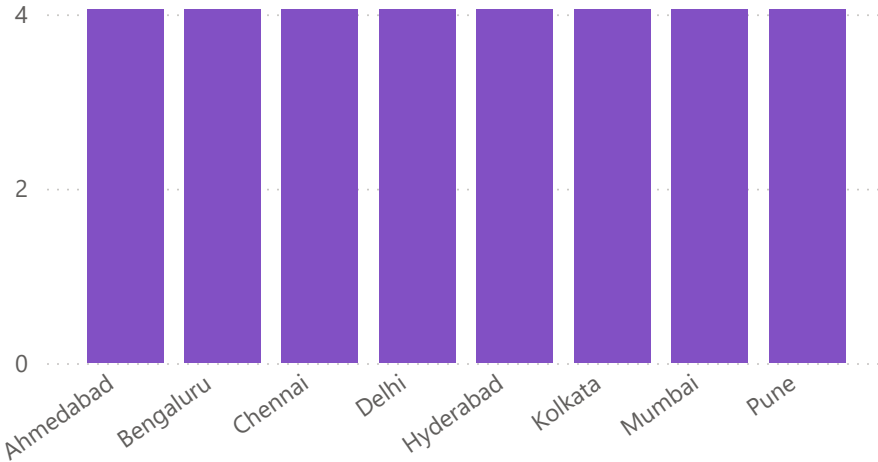
## RATINGS FLUCTUATIONS ANALYSIS

Average Rating MoM Change	Sharpest Drop Month Label	Average Rating	Max Drop MoM Value
-0.10	6/26/2025	4.05	-2.02

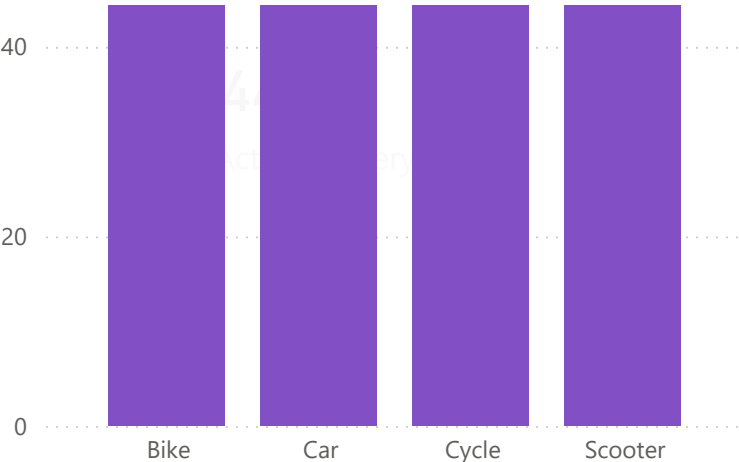
### Delivery SLA

actual_delivery_time_mins	expected_delivery_time_mins
25	30
25	31
25	32
25	33
25	34
25	35
25	36
25	37
25	38
25	39

Average Rating by city



AvgActualDelivery by vehicle\_type



# REVENUE IMPACT

delivery_fee	discount_amount	total_amount	subtotal_amount
0.0	0.0	0.0	0.0
20.0	0.0	173.21	153.2
20.0	0.0	210.37	190.37
20.0	0.0	229.52	209.51
20.0	0.0	230.63	210.63
20.0	0.0	237.08	217.07
20.0	0.0	269.36	249.36
20.0	0.0	291.2	271.2
20.0	0.0	304.52	284.51
20.0	0.0	324.12	304.12

Total Revenue Crisis	Total Revenue Pre-Crisis	Revenue Loss	Revenue Loss %	Total Orders
48,055,258.98	505,857.38	-47,549,401.60	-94.00	149166

Orders		Crisis Orders		Precrisis Avg Rating	
660		1074		3.02K	
PreCrisis Order Count		Sum of Crisis Orders		Sum of PreCrisis Avg Rating	
Total Revenue Pre-Crisis	total_amount	Total Revenue Crisis	cuisine_type	vehicle_type	city
	708.91	708.91	Chinese	Bike	Hyderabad
	708.91	708.91	Chinese	Car	Hyderabad
	708.91	708.91	Chinese	Cycle	Hyderabad
	708.91	708.91	Chinese	Scooter	Hyderabad
	718.78	718.78	Pizza	Bike	Delhi
	718.78	718.78	Pizza	Car	Delhi
	718.78	718.78	Pizza	Cycle	Delhi
	718.78	718.78	Pizza	Scooter	Delhi
	722.79	722.79	Chinese	Bike	Kolkata
	722.79	722.79	Chinese	Car	Kolkata
	722.79	722.79	Chinese	Cycle	Kolkata
	722.79	722.79	Chinese	Scooter	Kolkata
	723.25	723.25	Desserts	Bike	Bengaluru
	723.25	723.25	Desserts	Car	Bengaluru
	723.25	723.25	Desserts	Cycle	Bengaluru