



Home



Avg Delivery Time (mins)

5.71

Exec Snapshot

ci

A

MonthName

A

Pre-crisis : Jan - May 2025

Crisis : June-Sep 2025

Avg Delivery Time (mins) | SLA Compliance

SLA Compliance

Negative Order Feedback

CancellationRate_Crisis %

Avg Rating (Cri)

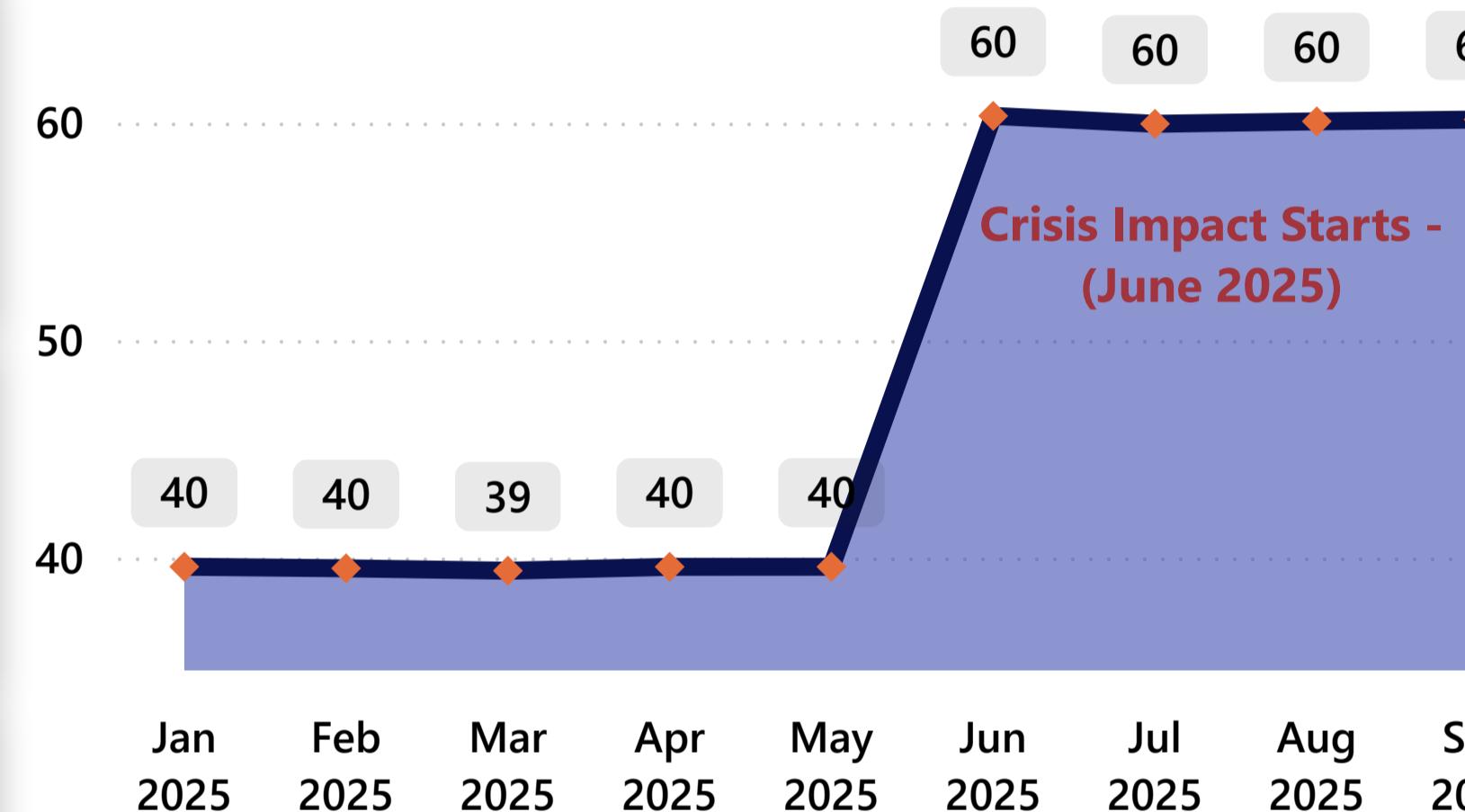
5.71 | **36.16%**

18.27%

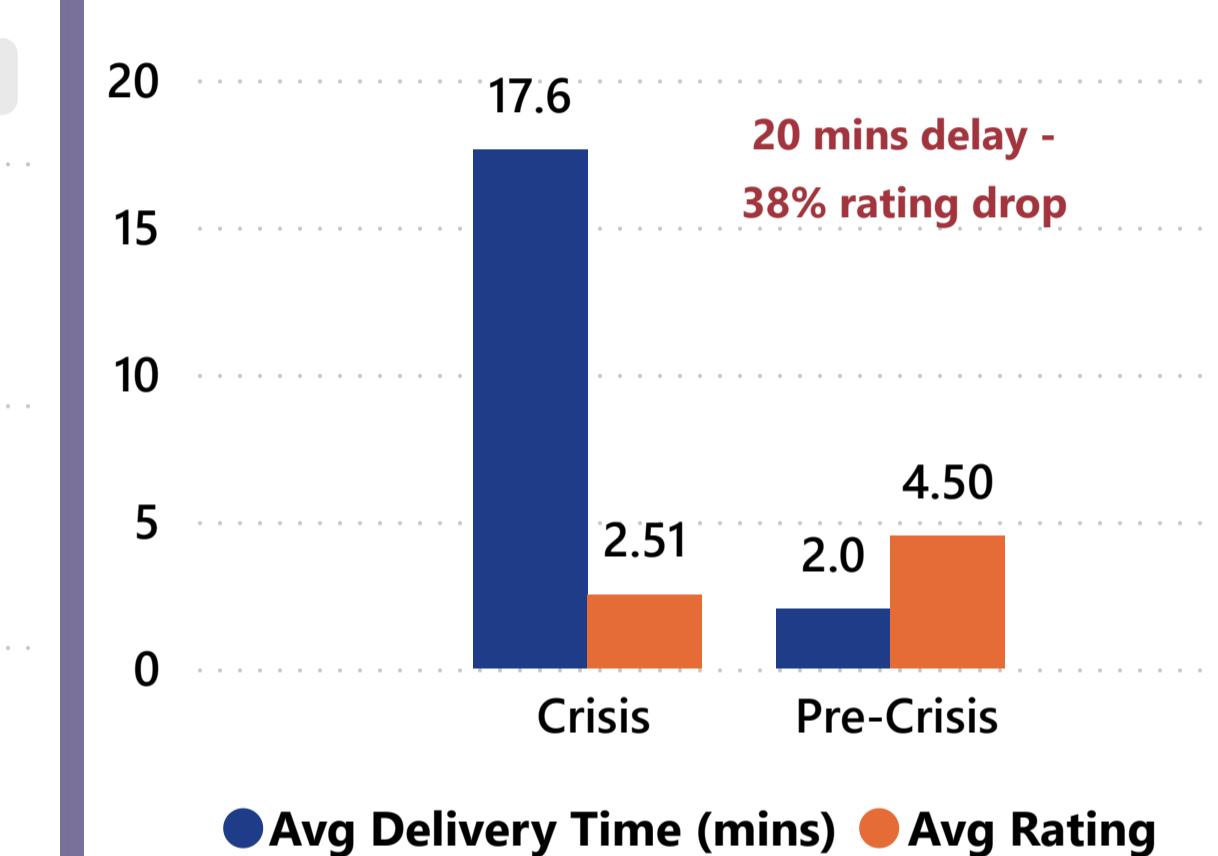
11.9%

2.50

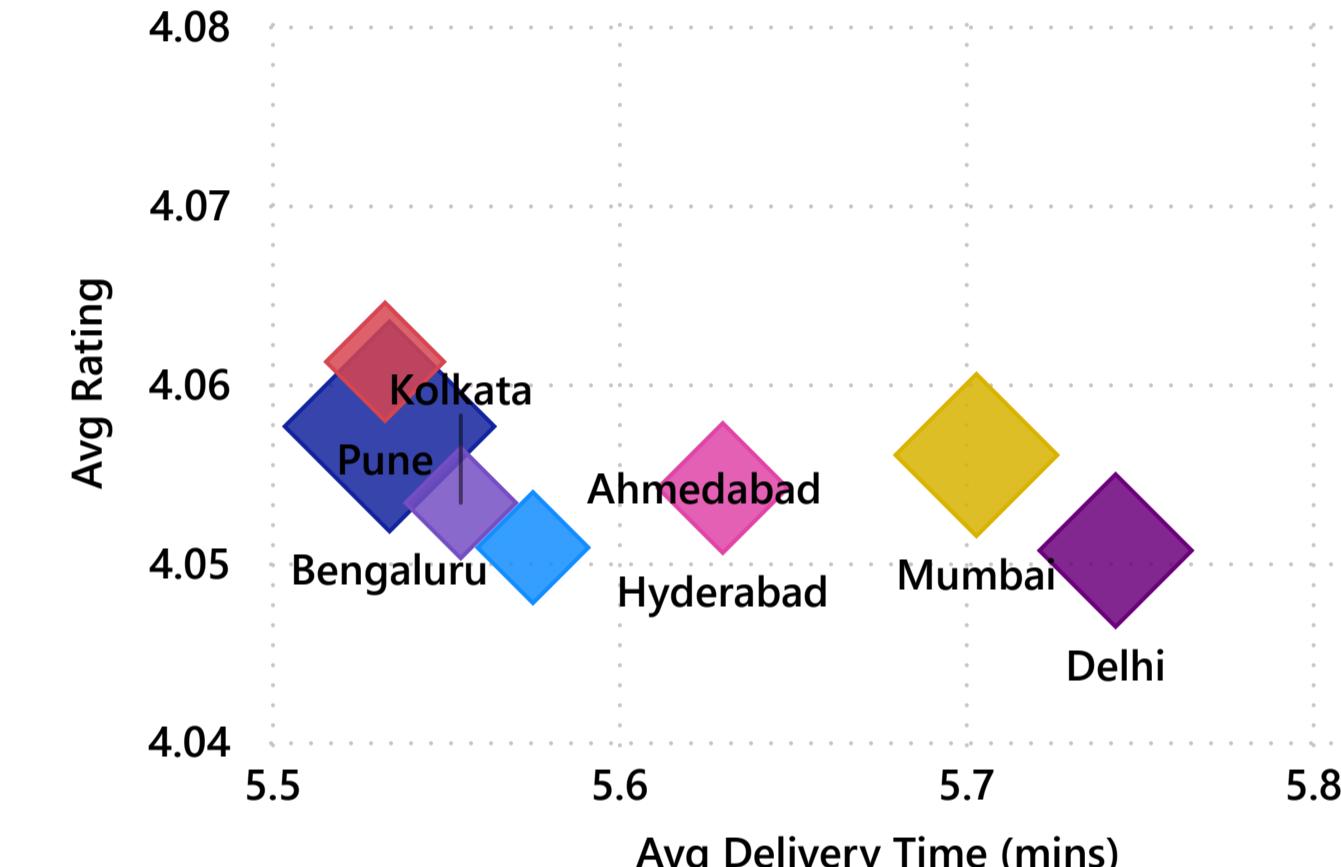
Avg Delivery Time Trend – (Pre vs Crisis Period)



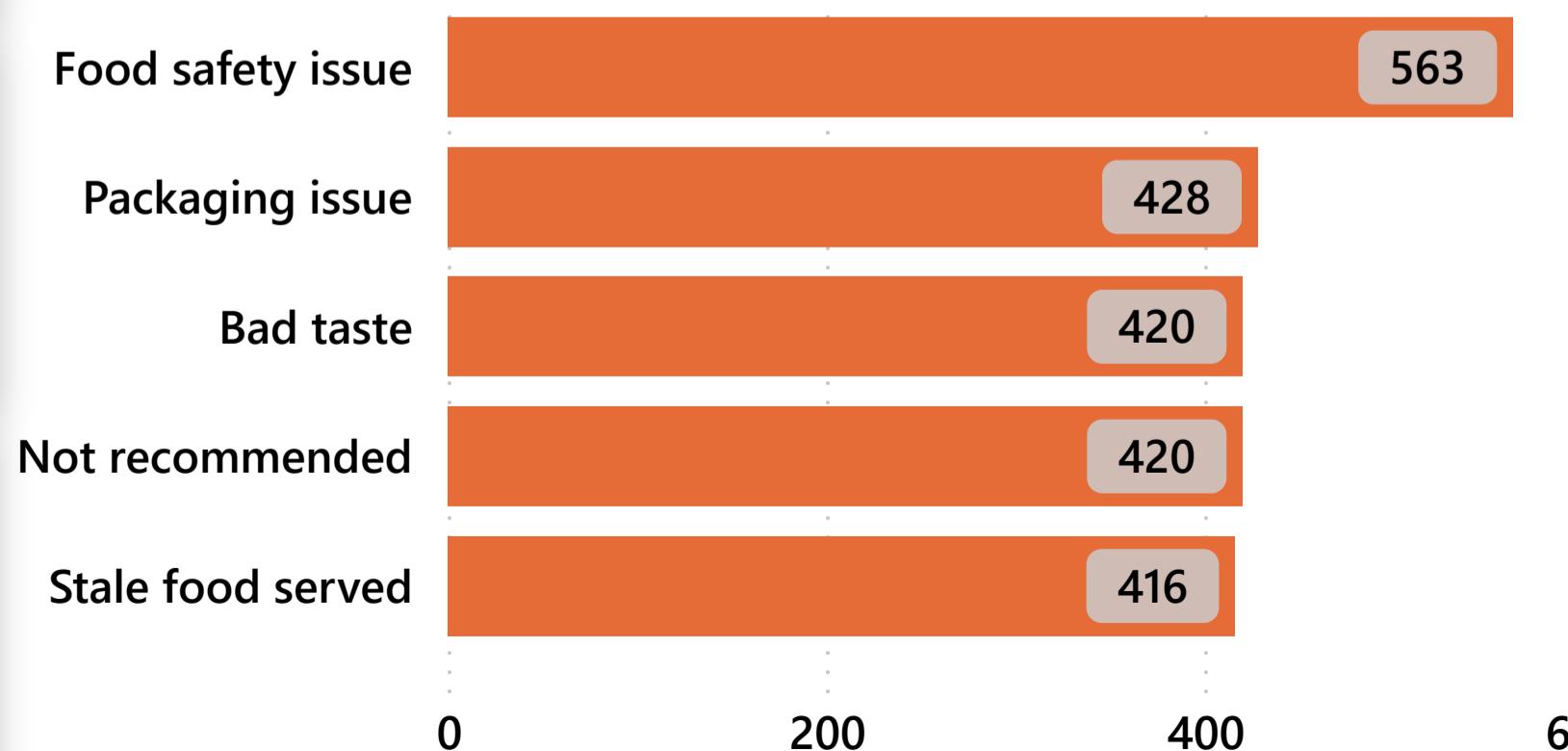
Delivery Time & Customer Rating (Pre vs Crisis)



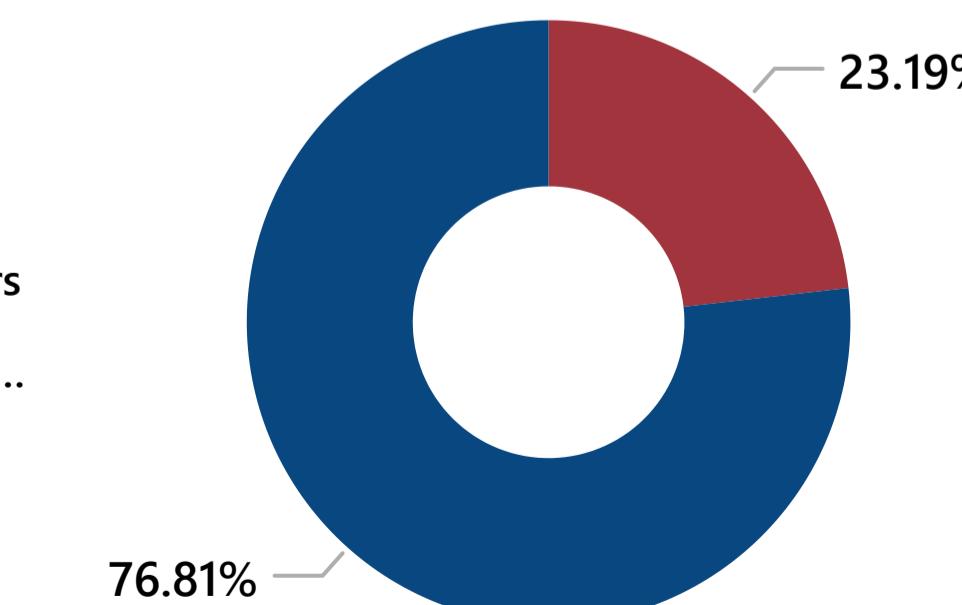
Delivery Time vs Rating - City-wise (Overall)



Top Reasons for Negative Ratings



Negative vs Non-Negative Orders



Top Negative Review Keywords