

## Investor Complaints Data to be displayed by Depository Participants on their respective websites.

## Data for the month February – 2024

| SR<br>NO | Received<br>from             | Carried<br>forward<br>from<br>previou<br>s month | Receive<br>d<br>during<br>the<br>month | Tota<br>l<br>Pend<br>ing | Resolve<br>d | Pending at the end of the month      |   | Average<br>Resolution<br>time (in<br>days) |
|----------|------------------------------|--|--|--------------------------|--------------|--------------------------------------|---|--|
|          |                              |  |  |                          |              | Pending for<br>less than 3<br>months | Pending<br>for more<br>than 3<br>months |  |
|          |                              |  |  |                          |              |                                      |   |  |
| 1        | Directly firm<br>Investors   | 0  | 01                                     | 0                        | 01           |                                      | 0                                       | 05   |
| 2        | SEBI<br>(SCORES)             | 0  | 0                                      | 0                        | 0            |                                      | 0                                       | 0  |
| 3        | Depositories                 | 0  | 0                                      | 0                        | 0            |                                      | 0                                       | 0  |
| 4        | Other<br>Sources (if<br>any) | 0  | 0                                      | 0                        | 0            |                                      | 0                                       | 0  |
| 5        | Grand Total                  | 0  | 01                                     | 0                        | 01           |                                      | 0                                       | 05   |

<sup>\*\*</sup>Should include total complaints pending as on the last day of the month, if any. ^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.



## Trend of monthly disposal of complaints 2023-2024

| SN | Month       | Carried forward from previous month | Received | Resolved* | Pending** |
|----|-------------|-------------------------------------|----------|-----------|-----------|
| 1  | Apr-2023    | 0                                   | 01       | 0         | 01        |
| 2  | May-2023    | 01                                  | 0        | 01        | 0         |
| 3  | June -2023  | 0                                   | 0        | 0         | 0         |
| 4  | July-2023   | 0                                   | 0        | 0         | 0         |
| 5  | Aug -2023   | 0                                   | 0        | 0         | 0         |
| 6  | Sep -2023   | 0                                   | 0        | 0         | 0         |
| 7  | Oct-2023    | 0                                   | 0        | 0         | 0         |
| 8  | Nov-2023    | 0                                   | 0        | 0         | 0         |
| 9  | Dec-2023    | 0                                   | 0        | 0         | 0         |
| 10 | Jan -2024   | 0                                   | 0        | 0         | 0         |
| 11 | Feb -2024   | 0                                   | 01       | 01        | 0         |
|    | Grand Total | 0                                   | 02       | 02        | 0         |

<sup>\*</sup>Should include complaints of previous months resolved in the current month, if Any.



## Trend of annual disposal of complaints

| SR<br>NO | YEAR           | Carried forward<br>from previous<br>year | Received during<br>the year | Resolved during the year | Pending at the end of the year |
|----------|----------------|--|-----------------------------|--------------------------|--------------------------------|
| 1        | 2018-19        | Nil                                      | Nil                         | Nil                      | Nil                            |
| 2        | 2019-20        | Nil                                      | Nil                         | Nil                      | Nil                            |
| 3        | 2020-21        | Nil                                      | Nil                         | Nil                      | Nil                            |
| 4        | 2021-22        | Nil                                      | Nil                         | Nil                      | Nil                            |
| 5        | 2022-23        | Nil                                      | 05                          | 05                       | 0                              |
| 6        | 2023-24        |  |                             |                          |                                |
|          | Grand<br>Total | Nil                                      | 05                          | 05                       | 0                              |

 $<sup>{}^*\</sup>mbox{Should}$  include complaints of previous months resolved in the current month, if