

Annexure C

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

Data for every month ending November 2024

Sn.	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	Nil	Nil	Nil	NA	Nil	Nil	1-7 days
2	SEBI (SCORES)	Nil	Nil	Nil	NA	Nil	Nil	1-7 days
3	Depositories	Nil	Nil	Nil	NA	Nil	Nil	1-7 days
4	Other Sources (if any)	Nil	Nil	Nil	NA	Nil	Nil	1-7 days
5	Grand Total	Nil	Nil	Nil	NA	Nil	Nil	1-7 days

Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	Jun-23	0	0	0	0
2	July-23	0	1	1	0
3	Aug-23	0	1	1	0
4	Sep-23	0	0	0	0
5	Oct-23	0	0	0	0
6	Nov-23	0	0	0	0
7	Dec-23	0	0	0	0
8	Jan-24	0	1	1	0
9	Feb-24	0	0	0	0
10	Mar-24	0	0	0	0
11	Apr-24	0	0	0	0
12	May-24	0	1	1	0
13	June-24	0	0	0	0
14	July-24	0	0	0	0
15	Aug-24	0	1	1	0
16	Sep-24	0	0	0	0
17	Oct-24	0	1	1	0
18	Nov-24	0	0	0	0

*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 complaints resolved in the current month.

SN	Year	Carried forward from previous year	Received the year	Resolved the year	Pending
1	2	3	4	5	6
1	2017-2018	0	0	0	0
2	2018-2019	0	0	0	0
3	2019-2020	0	0	0	0
4	2020-2021	0	0	0	0
5	2021-2022	0	0	0	0
6	2022-2023	0	2	2	0
7	2023-2024	0	3	3	0