Annexure- B (Complaint Data)

DATA FOR THE MONTH ENDING – MAR 2024

Sr. No	Received from	Pending at the end of last month	Received	Resolved *	Total Pending #	Pending complaints > 3months	Average Resolution time^ (in days)
1	Directly from Investors	0	0	0	0	0	Max 20 days
2	SEBI (SCORES)	0	0	0	0	0	Max 20 days
3	Other Sources (if any)	0	0	0	0	0	Max 20 days
	Grand Total	0	0	0	0	0	

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Trend of monthly disposal of complaints

Sr. No	Month	Carried forward from previous month	Received	Resolved *	Pending #
1	APRIL 2023	0	0	0	0
2	MAY 2023	0	0	0	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	1	1	0
7	OCT 2023	0	0	0	0
8	NOV 2023	0	0	0	0
9	DEC 2023	0	1	0	1
10	JAN 2024	1	1	1	1
11	FEB 2024	1	0	1	0
12	MAR 2024				
	GRAND TOTAL	0	3	3	0

*Inclusive of complaints of previous months resolved in the current month.
#Inclusive of complaints pending as on the last day of the month.

Trend of annual disposal of complaints

Sr. No	Year	Carried forward from previous year	Received	Resolved *	Pending #
1	2018-19	0	5	5	0
2	2019-20	0	7	7	0
3	2020-21	0	5	5	0
4	2021-22	0	7	7	0
5	2022-23	0	4	4	0
6	2023-24	0	3	3	0
	Grand total	0	31	31	0

*Inclusive of complaints of previous years resolved in the current year.
 #Inclusive of complaints pending as on the last day of the year.

Note – Received complaints includes duplicate complaints too.
Note – The complaint data presented in above table is based on SCORES.