

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

Data for every month ending – 31/01/2025

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	00	00	00	00	00	00	00
2	SEBI (SCORES)	00	00	00	00	00	00	00
3	Depositories	00	06	06	05	01	00	14
4	Other Sources, ODR (if any)	00	00	00	00	00	00	00
5	Grand Total	00	06	06	05	01	00	14

^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

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	July, 2024	01	09	09	01
2	Aug, 2024	01	06	05	02
3	Sept, 2024	02	12	13	01
4	Oct, 2024	01	08	09	00
5	Nov, 2024	00	04	02	02
6	Dec, 2024	02	07	09	00
7	Jan, 2025	00	06	05	01
	Grand Total	07	52	52	07

*Should include complaints of previous months resolved in the current month, if any.

**Should include total complaints pending as on the last day of the month, if any.

Trend of annual disposal of complaints

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2020-21	0	199	199	0
2	2021-22	0	326	320	6
3	2022-23	6	180	183	3
4	2023-24	3	239	237	5
5	2024-25	5	83	87	-
	Grand Total	14	1027	1026	14