

**SHAREKHAN LTD**

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

**Data for every month ending – 31/03/2024**

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 <sup>^</sup> (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	01	01	00	01	00	-
2	SEBI (SCORES)	00	00	00	00	00	00	00
3	Depositories	09	16	25	21	04	00	11
4	Other Sources, ODR (if any)	00	00	00	00	00	00	00
5	<b>Grand Total</b>	<b>09</b>	<b>17</b>	<b>26</b>	<b>21</b>	<b>05</b>	<b>00</b>	<b>11</b>

<sup>^</sup>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**

<b>SN</b>	<b>Month</b>	<b>Carried forward from previous month</b>	<b>Received</b>	<b>Resolved*</b>	<b>Pending**</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	January, 2022	0	16	13	3
2	February, 2022	3	29	24	8
3	March, 2022	8	35	37	6
4	April, 2022	6	15	19	2
5	May, 2022	2	20	20	2
6	June, 2022	2	19	20	1
7	July, 2022	1	19	19	1
8	August, 2022	1	16	15	2
9	September, 2022	2	23	15	10
10	October, 2022	10	15	20	5
11	November, 2022	5	9	8	6
12	December, 2022	6	13	18	1
13	January, 2023	1	9	10	0
14	February, 2023	0	8	6	2
15	March, 2023	2	14	13	3
16	April, 2023	3	5	5	3
17	May, 2023	3	12	12	3
18	June, 2023	3	8	11	0
19	July, 2023	0	25	13	12
20	Aug, 2023	12	21	22	11
21	Sept, 2023	11	30	26	15
22	Oct, 2023	15	34	43	06
23	Nov, 2023	06	20	21	05
24	Dec, 2023	05	15	13	07
25	Jan, 2024	07	29	30	06
26	Feb, 2024	06	23	20	09
27	March, 2024	09	17	21	05
	<b>Grand Total</b>	<b>129</b>	<b>499</b>	<b>494</b>	<b>134</b>

\*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**

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2019-20	0	61	61	0
2	2020-21	0	199	199	0
3	2021-22	0	326	320	6
4	2022-23	6	180	183	3
5	2023-24	3	239	237	-
	<b>Grand Total</b>	<b>9</b>	<b>1005</b>	<b>1000</b>	<b>9</b>