

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

Data for every month ending – 30/06/2024

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	23	466*	489	472	17	00	01
2	SEBI (SCORES)	07	06	13	12	01	00	12
3	Stock Exchanges	03	26	29	29	00	00	07
4	Other Sources, ODR (if any)	02	02	04	03	01	00	07
5	Grand Total	35	500	535	516	19	00	2

^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.

*Note: Increase in complaints count is due to technical glitch observed.

Trend of monthly disposal of complaints

Sr.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	May, 2024	45	146	156	35
2	June, 2024	35	500	516	19
	Grand Total	80	646	672	54

*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	1	448	445	4
2	2021-22	4	4208	3850	362
3	2022-23	362	3302	3564	100
4	2023-24	100	1398	1473	25
5	2024-25	25	816	822	-
	Grand Total	492	10172	10154	510