

**Format for Investor Complaints Data to be displayed by Stockbrokers 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	6	61	67	59	8	0	3
2	SEBI (SCORES)	4	9	13	12	1	0	6
3	Stock Exchanges	5	21	26	24	2	0	12
4	Other Sources, ODR (if any)	3	5	8	7	1	0	12
5	<b>Grand Total</b>	<b>18</b>	<b>96</b>	<b>114</b>	<b>102</b>	<b>12</b>	<b>0</b>	<b>6</b>

^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**

Sr.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	July, 2024	19	151	126	44
2	Aug, 2024	44	115	134	25
3	Sept, 2024	25	123	104	44
4	Oct, 2024	44	108	136	16
5	Nov, 2024	16	91	86	21
6	Dec, 2024	21	64	67	18
7	Jan, 2025	18	96	102	12
	<b>Grand Total</b>	<b>187</b>	<b>748</b>	<b>755</b>	<b>180</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**

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	1564	1577	-
	<b>Grand Total</b>	<b>492</b>	<b>10920</b>	<b>10909</b>	<b>503</b>