

SHAREKHAN LTD

Format for Investor Complaints Data to be displayed by Stock brokers 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^(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	14	91	105	83	22	0	04
2	SEBI (SCORES)	00	01	01	01	00	00	02
3	Stock Exchanges	02	26	28	25	03	00	06
4	Other Sources, ODR (if any)	00	05	05	05	00	00	06
5	Grand Total	16	123	139	114	25	00	04

^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	January, 2022	137	433	370	200
2	February, 2022	200	528	340	388

3	March, 2022	388	660	686	362
4	April, 2022	362	551	671	242
5	May, 2022	242	202	362	82
6	June, 2022	82	265	283	64
7	July, 2022	64	396	341	119
8	August, 2022	119	377	388	108
9	September, 2022	108	417	389	136
10	October, 2022	136	247	273	110
11	November, 2022	110	181	223	68
12	December, 2022	68	199	223	44
13	January, 2023	#45	151	165	31
14	February, 2023	31	81	85	27
15	March, 2023	#28	232	160	100
16	April, 2023	#99	110	164	45
17	May, 2023	45	105	124	26
18	June, 2023	26	129	134	21
19	July, 2023	21	168	143	46
20	Aug, 2023	46	142	136	52
21	Sept, 2023	52	126	137	41
22	Oct, 2023	41	138	138	41
23	Nov, 2023	41	94	104	31
24	Dec, 2023	31	93	100	24
25	Jan, 2024	25	77	90	12
26	Feb, 2024	*14	90	88	16
27	March, 2024	16	123	114	25
	Grand Total	2552	6238	6341	2449

Note : - * 2 Complaints got registered in the exchange portal on 30th and 31st Jan, 2024 thus was booked under provisional stage in Jan 2024 and reported under opening count of Feb 2024 month.

*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	2019-20	1	202	202	1
2	2020-21	1	448	445	4
3	2021-22	4	4208	3850	362
4	2022-23	362	3302	3564	100
5	2023-24	100	1398	1473	-
	Grand Total	468	9558	9534	467