

Annexure C

Format for Investor Complaints Data to be displayed by Depository Participants/Trading Member on their respective websites

MARCH 2024

Data for every month ending

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	more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL		NA
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL		NA
3	Depositories	NIL	NIL	NIL	NIL	NIL		NA
4	Exchanges	NIL	NIL	NIL	NIL	NIL		NA
5	Other Sources (if any)	NIL	1	1	NIL	NIL		NA
6	Grand Total	NIL	NIL	NIL	NIL	NIL		NA

Trend of monthly disposal of complaints

	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	2	3	4	5	6
1	APRIL 2022	NIL	2	2	NIL
2	MAY 2022	NIL	1	1	NIL
3	JUNE 2022	NIL	1	1	NIL
4	JULY 2022	NIL	1	1	NIL
5	AUG 2022	NIL	0	0	NIL
6	SEPT 2022	NIL	0	0	NIL
7	OCT 2022	NIL	0	0	NIL
8	NOV 2022	NIL	0	0	NIL
9	DEC 2022	NIL	0	0	NIL
10	JAN 2023	NIL	1	1	NIL
11	FEB 2023	NIL	1	1	NIL
12	MAR 2023	NIL	0	0	NIL
13	APRIL 2023	NIL	0	0	NIL
14	MAY 2023	NIL	0	0	NIL
15	JUNE 2023	NIL	0	0	NIL
16	JULY 2023	NIL	0	0	NIL
17	AUG 2023	NIL	0	0	NIL
18	SEPT 2023	NIL	2	2	NIL
19	OCT 2023	NIL	0	0	NIL
20	NOV 2023	NIL	1	1	NIL
21	DEC 2023	NIL	2	2	NIL

22	JAN 2024	NIL	0	0	NIL
23	FEB 2024	1	1	0	UNDER REVIEW-SMART ODR
24	MARCH 2024	1	1	0	Un-resolved on SMART ODR Platform

*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.

^Average resolution time is the sum of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

Trend of annual disposal of complaints

SN	Year	Carried forward from the previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	NIL	2	2	NIL
2	2018-19	NIL	2	2	NIL
3	2019-20	NIL	3	3	NIL
4	2020-21	NIL	3	3	NIL
5	2021-22	NIL	2	2	NIL
6	2022-23	NIL	7	7	NIL
7	2023-24	NIL	5	5	NIL
8	Grand Total	NIL	24	24	NIL