

### Annexure C

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

#### 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 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL		
2	SEBI (SCORES)	NIL	1	1	1	NIL		1 DAY
3	Depositories	NIL	2	NIL	2	NIL		7 days
4	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL		
5	<b>Grand Total</b>	NIL	3	NIL	3	NIL		

#### Trend of monthly disposal of complaints

	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	<b>APRIL 2022</b>	NIL	2	2	NIL
2	<b>MAY 2022</b>	NIL	1	1	NIL
3	<b>JUNE 2022</b>	NIL	0	0	NIL
4	<b>JULY 2022</b>	NIL	1	1	NIL
5	<b>AUG 2022</b>	NIL	0	0	NIL
6	<b>SEPT 2022</b>	NIL	0	0	NIL
7	<b>OCT 2022</b>	NIL	0	0	NIL
8	<b>NOV 2022</b>	NIL	0	0	NIL

	<b>Grand Total</b>	<b>NIL</b>	<b>4</b>	<b>4</b>	<b>NIL</b>
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\*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 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 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	2017-18	NIL	2	2	NIL
2	2018-19	NIL	2	2	NIL
3	2019-20	NIL	1	1	NIL
4	2020-21	NIL	1	1	NIL
5	2021-22	NIL	4	4	NIL
	<b>Grand Total</b>	NIL	10	10	NIL