

Annexure C

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

Data for every month ending: FEB 2023

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 Souces (If any)	NIL	NIL	NIL	NIL	NIL		
5	Grand Total	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	APRIL 2022	NIL	2	2	NIL
2	MAY 2022	NIL	1	1	NIL
3	JUNE 2022	NIL	0	0	NIL
4	JULY 2022	NIL	1	1	NIL
5	AUGUST 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

	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
9	DEC 2022	NIL	0	0	NIL
10	JAN 2023	NIL	0	0	NIL
11	FEB 2023	NIL	0	0	NIL
	GRAND TOTAL	NIL	4	4	NIL

*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

SN	YEAR	Carried forward from 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	1	1	NIL
4	2020-21	NIL	1	1	NIL
5	2021-22	NIL	4	4	NIL
	Grand Total	NIL	10	10	NIL