

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

**Data for every month ending – 31/10/2024**

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 <sup>^</sup> (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	00	00	00	00	00	00	00
2	SEBI (SCORES)	00	00	00	00	00	00	00
3	Depositories	01	08	09	09	00	00	11
4	Other Sources, ODR (if any)	00	00	00	00	00	00	00
5	<b>Grand Total</b>	<b>01</b>	<b>08</b>	<b>09</b>	<b>09</b>	<b>00</b>	<b>00</b>	<b>11</b>

<sup>^</sup>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**

<b>SN</b>	<b>Month</b>	<b>Carried forward from previous month</b>	<b>Received</b>	<b>Resolved*</b>	<b>Pending**</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	July, 2024	01	09	09	01
2	Aug, 2024	01	06	05	02
3	Sept, 2024	02	12	13	01
4	Oct, 2024	01	08	09	00
	<b>Grand Total</b>	<b>05</b>	<b>35</b>	<b>36</b>	<b>04</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**

<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	2020-21	0	199	199	0
2	2021-22	0	326	320	6
3	2022-23	6	180	183	3
4	2023-24	3	239	237	5
5	2024-25	5	66	71	-
	<b>Grand Total</b>	<b>14</b>	<b>1010</b>	<b>1010</b>	<b>14</b>