

Format for Investor Complaints Data to be displayed by Stockbrokers 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^(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	19	48	67	56	11	00	06
2	SEBI (SCORES)	13	16	29	27	02	00	10
3	Stock Exchanges	11	42	53	50	03	00	10
4	Other Sources, ODR (if any)	01	02	03	03	00	00	04
5	Grand Total	44	108	152	136	16	00	08

^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	July, 2024	19	151	126	44
2	Aug, 2024	44	115	134	25
3	Sept, 2024	25	123	104	44
4	Oct, 2024	44	108	136	16
	Grand Total	132	497	500	129

*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	2020-21	1	448	445	4
2	2021-22	4	4208	3850	362
3	2022-23	362	3302	3564	100
4	2023-24	100	1398	1473	25
5	2024-25	25	1313	1322	-
	Grand Total	492	10669	10654	507