

## Investor Complaints – DEMAT:

Data for Apr ' 23

S N	Received from	Carried forward from previous Month	Received during the month	Total Pending	Resolved *	Pending at the end of the month**		Average Resolutio n 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	0	1	1	0	0 for both		2
2	SEBI (SCORES)	0	0	0	0	0 for both		0
3	Stock Exchanges	0	0	0	0	0 for both		0
4	Other Sources (if any)	0	0	0	0	0 for both		0
5	<b>Grand Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0 for both</b>		<b>2</b>

Contd ...

**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	April 2023	0	1	1	0
	<b>Grand Total</b>	0	1	1	0

\*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	0	0	0	0
2	2018-19	0	0	0	0
3	2019-20	0	0	0	0
4	2020-21	0	0	0	0
5	2021-22	0	0	0	0
6	2022-23	0	1	1	0
<b>7</b>	<b>2023-24</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>
	<b>Grand Total</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>