

## Investor Complaints – DEMAT:

Data for Oct ' 22

| S<br>N | Received<br>from              | Carried<br>forward from<br>previous<br>Month | Received<br>during<br>the<br>month | Total<br>Pending | Resolved<br>* | Pending at the end<br>of the month**    |   | Average<br>Resolutio<br>n time^(in<br>days) |
|--------|-------------------------------|--|------------------------------------|------------------|---------------|---|---|---|
|        |                               |  |                                    |                  |               | Pending<br>for less<br>than 3<br>months | Pending<br>for more<br>than 3<br>months |   |
| 1      | 2                             | 3  | 4                                  | 5                | 6             | 7                                       |   | 8   |
| 1      | Directly<br>from<br>Investors | 0  | 0                                  | 0                | 0             | 0 for both                              |   | 1   |
| 2      | SEBI<br>(SCORES)              | 0  | 0                                  | 0                | 0             | 0 for both                              |   | 0   |
| 3      | Stock<br>Exchanges            | 0  | 0                                  | 0                | 0             | 0 for both                              |   | 0   |
| 4      | Other<br>Sources (if<br>any)  | 0  | 0                                  | 0                | 0             | 0 for both                              |   | 0   |
| 5      | <b>Grand<br/>Total</b>        | <b>0</b>                                     | <b>0</b>                           | <b>0</b>         | <b>0</b>      | <b>0 for both</b>                       |   | <b>0</b>                                    |

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**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 2022         | 0  | 0               | 0                | 0                |
| 2         | May 2022           | 0  | 1               | 1                | 0                |
| 3         | June 2022          | 0  | 0               | 0                | 0                |
| 4         | July 2022          | 0  | 0               | 0                | 0                |
| 5         | August 2022        | 0  | 0               | 0                | 0                |
| 6         | September 2022     | 0  | 0               | 0                | 0                |
| 7         | October 2022       | 0  | 0               | 0                | 0                |
|           |                    |  |                 |                  |                  |
|           | <b>Grand Total</b> | <b>0</b>                                   | <b>1</b>        | <b>1</b>         | <b>0</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.

^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>Grand Total</b> | <b>0</b>                                  | <b>1</b>                        | <b>1</b>                        | <b>0</b>                              |