## **Annexure C**

# Format for Investor Complaints Data to be displayed by Depository Participants on their respective websites <u>Data for every month ending</u>

SN	Received From	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution tlme ^ (in days)
						Pending	Pending	
						for less	for	
						than 3	More	
						month	than 3	
							month	
1	2	3	4	5	6	7		8
1	Directly	0	0	0	0	0		0
	from							
	Investors							
2	SEBI	0	0	0	0	0		0
	(SCORES)							
3	Depositories	0	0	0	0	0		0
4	Other	0	0	0	0	0		0
	Sources (if							
	any)							
5	Grand Total	0	0	0	0		0	0

## **Trend of monthly disposal of complaints**

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
<u>1</u>	April 2024	0	0	0	0
<u>2</u>	May 2024				
<u>3</u>	June 2024				
	July 2024				
<u>4</u> <u>5</u>	August 2024				
<u>6</u>	September 2024				
<u>7</u>	October 2024				
<u>8</u>	November 2024				
<u>9</u>	December 2024				
<u>10</u>	January 2025				
<u>11</u>	February 2025				
<u>12</u>	March 2025				

#### Trend of monthly disposal of complaints For FY 2023-24

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
<u>1</u>	April 2023	0	0	0	0
<u>2</u>	May 2023	0	0	0	0
<u>3</u>	June 2023	0	0	0	0
<u>4</u>	July 2023	0	0	0	0
<u>5</u>	August 2023	0	0	0	0
<u>6</u>	September 2023	0	0	0	0
<u>7</u>	October 2023	0	0	0	0
<u>8</u>	November 2023	0	0	0	0
<u>9</u>	December 2023	0	0	0	0
<u>10</u>	January 2024	0	0	0	0
<u>11</u>	February 2024	0	0	0	0
<u>12</u>	March 2024	0	0	0	0

<sup>\*</sup>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	Received during the	Resolved during the	Pending at the end of the
		previous year	year	year	year
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	0	0	0
7	2023-24	0	0	0	0
8	2024-25	0	0	0	0
	<b>Grand Total</b>	0	0	0	0