## Data for month ending – September, 2024

| SN | Received<br>from           | Carried<br>forward<br>from<br>previous<br>month | Received<br>during<br>the<br>month | Total<br>Pending | Resolved<br>* | Pending at the end of the month**  Pending Pending for less for more than 3 than 3 months | Average<br>Resolution<br>time^<br>(in days) |
|----|----------------------------|---|------------------------------------|------------------|---------------|---|---|
| 1  | 2                          | 3   | 4                                  | 5                | 6             | 7   | 8   |
| 1  | Directly from Investors    | 0   | 0                                  | 0                | 0             | 0   | 0   |
| 2  | SEBI<br>(SCORE)            | 0   | 0                                  | 0                | 0             | 0   | 0   |
| 3  | Depositories               | 0   | 0                                  | 0                | 0             | 0   | 0   |
| 4  | Other Sources<br>(if, any) | 0   | 0                                  | 0                | 0             | 0   | 0   |
| 5  | <b>Grand Total</b>         | 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         |
| 1  | October-2023   | 0                                   | 0        | 0         | 0         |
| 2  | November-2023  | 0                                   | 0        | 0         | 0         |
| 3  | December-2023  | 0                                   | 0        | 0         | 0         |
| 4  | January-2024   | 0                                   | 0        | 0         | 0         |
| 5  | February-2024  | 0                                   | 0        | 0         | 0         |
| 6  | March-2024     | 0                                   | 0        | 0         | 0         |
| 7  | April-2024     | 0                                   | 0        | 0         | 0         |
| 8  | May-2024       | 0                                   | 0        | 0         | 0         |
| 9  | June-2024      | 0                                   | 0        | 0         | 0         |
| 10 | July-2024      | 0                                   | 0        | 0         | 0         |
| 11 | August-2024    | 0                                   | 0        | 0         | 0         |
| 12 | September-2024 | 0                                   | 0        | 0         | 0         |

<sup>\*</sup>Should include complaints of previous months resolved in the current month, if any.

<sup>\*\*</sup>Should include total complaints pending as on the last day of the month, if any.

<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 annual disposal of complaints

| SN | Year               | Carried forward | Received   | Resolved   | Pending at     |
|----|--------------------|-----------------|------------|------------|----------------|
|    |                    | from previous   | during the | during the | the end of the |
|    |                    | year            | year       | year       | year           |
| 1  | 2017-18            | 0               | 1          | 1          | 0              |
| 2  | 2018-19            | 0               | 1          | 1          | 0              |
| 3  | 2019-20            | 0               | 2          | 2          | 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               | 4          | 4          | 0              |