

Annexure C

Format of Investor Charter Complaints Data to be displayed by Depository Participants on their respective websites

Data for every month ending

For the month of June 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	Directly from Investors	0	9	2	7	1	0	4
2	SEBI (SCORES)	0	1	0	1	0	0	0
3	Depositories							
4	Other Sources (if any)							
	Grand Total	0	10	2	8	1	0	4

^ 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

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Jan-22	0	6	6	0
2	Feb-22	0	3	3	0
3	Mar-22	0	7	7	0
4	Apr-22	0	4	3	1
5	May-22	1	10	9	2
6	Jun-22	2	8	6	2
7	Jul-22	2	8	8	2
8	Aug-22	2	13	4	11
9	Sep-22	11	11	15	7
10	Oct-22	7	4	11	0
11	Nov-22	0	3	3	0
12	Dec-22	0	7	7	0
13	Jan-23	0	2	2	0
14	Feb-23	0	2	0	2
15	Mar-23	2	10	10	2
16	Apr-23	2	11	8	5
17	May-23	5	4	9	0
18	Jun-23	0	8	6	2
19	Jul-23	2	17	17	2
20	Aug-23	2	6	7	1
21	Sep-23	1	6	7	0
22	Oct-23	0	9	7	2
23	Nov-23	2	6	4	4
24	Dec-23	4	7	11	0
25	Jan-24	0	8	7	1
26	Feb-24	1	6	4	3
27	Mar-24	3	15	15	3
28	Apr-24	3	6	9	0
29	May-24	0	10	9	1
30	Jun-24	1	10	9	2
	Grand Total	53	227	223	55

* 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	2021-2022	0	16	16	0
2	2022-2023	0	82	78	29
3	2023-2024	0	103	100	23
	Grand Total	0	201	194	52