

## 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

Sr. No.	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 complaints 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)							
	<b>Grand Total</b>	<b>0</b>	<b>10</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>4</b>

^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

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	January 2022	0	6	6	0
2	February 2022	0	3	3	0
3	March 2022	0	7	7	0
4	April 2022	0	4	3	1
5	May 2022	1	10	9	2
6	June 2022	2	8	6	2
7	July 2022	2	8	8	2
8	August 2022	2	13	4	11
9	September 2022	11	11	15	7
10	October 2022	7	4	11	0
11	November 2022	0	3	3	0
12	December 2022	0	7	7	0
13	January 2023	0	2	2	0
14	February 2023	0	2	0	2
15	March 2023	2	10	10	2
16	April 2023	2	11	8	5
17	May 2023	5	4	9	0
18	June 2023	0	8	6	2
19	July 2023	2	17	17	2
20	August 2023	2	6	7	1
21	September 2023	1	6	7	0
22	October 2023	0	9	7	2
23	November 2023	2	6	4	4
24	December 2023	4	7	11	0
25	January 2024	0	8	7	1
26	February 2024	1	6	4	3
27	March 2024	3	15	15	3
28	April 2024	3	6	9	0
29	May 2024	0	10	9	1
30	June 2024	1	10	9	2
	<b>Grand Total</b>	<b>53</b>	<b>227</b>	<b>223</b>	<b>55</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.

### Trend of annual disposal of complaints

Sr. No.	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2021-22	0	16	16	0
2	2022-23	0	82	78	29
3	2023-24	0	103	100	23
	<b>Grand Total</b>	<b>0</b>	<b>201</b>	<b>194</b>	<b>52</b>