

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 May 2025

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	16	3	13	3	0	2.5
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	0	0	0	0	0	0
4	Other Sources (if any)	1	2	0	3	0	0	6.5
	Grand Total	1	18	3	16	3	0	9

^ Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints

Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-25	1	11	11	1
2	May-25	1	18	16	3
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
	Grand Total	2	29	27	4

* 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	29	103	100	23
4	2024-2025	24	182	184	22
	Grand Total	53	383	378	74