

Annexure C (AAL)

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

Data for 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	NIL	0	NIL	0	NIL		-
2	SEBI (SCORES)	-	-	NIL	-	NIL		7 Working Days
3	Depositories	1	1	NIL		NIL		7 Working Days
4	Other Sources (if any)	NIL	-	NIL	-	NIL		-
Grand Total	-	1	1	-	-	-		

Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	April - 2022	NIL	1	1	NIL
2	May- 2022	NIL	2	2	NIL
3	June – 2022	NIL	5	5	NIL
4	July – 2022	NIL	6	6	NIL
5	August-2022	NIL	3	3	NIL
6	September-2022	NIL	2	2	NIL
7	October – 2022	NIL	2	2	NIL
8	November – 2022	NIL	1	1	NIL
9	December - 2022	NIL	1	1	NIL
10	January - 2023	NIL	3	3	NIL
11	February - 2023	NIL	-	-	NIL
12	March – 2023	NIL	1	1	NIL
13	April – 2023	NIL	-	-	NIL
14	May-2023	NIL	-	-	NIL
15	June – 2023	NIL	3	3	NIL

16	July-2023	NIL	1	1	NIL
17	August-2023	NIL	1	1	NIL
18	September 2023	NIL	2	2	NIL
19	October 2023	NIL	1	1	NIL
20	November 2023	NIL	NIL	NIL	NIL
21	December 2023	NIL	NIL	-	-
22	January 2024	NIL	NIL	-	-
23	February 2024	NIL	1	1	
24	March 2024	NIL	2	2	-
25	April 2024	NIL	2	2	-
26	May 2024	NIL	2	2	-
27	June 2024	NIL	1	1	-

**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 previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	NIL	30	30	NIL
2	2018-19	NIL	16	16	NIL
3	2019-20	NIL	19	19	NIL
4	2020-21	NIL	31	31	NIL
5	2021-22	NIL	121	121	NIL
6	2022-23	NIL	30	30	NIL
	Grand Total	-	247	247	NIL