

Format for Investor Complaints Data for period 2023-2024

**Complaints received for month of October 2023**

| S.no         | Received from | Carried forward from last month | Received during month | Total Pending | Total Resolved | Pending at the end of the month | Average Resolution on Time |
|--------------|---------------|---------------------------------|-----------------------|---------------|----------------|---------------------------------|----------------------------|
| 1            | Investor      | 0                               | 60                    | 0             | 60             | 0                               | 30 days                    |
| 2            | SEBI (Scores) | 0                               | 0                     | 0             | 0              | 0                               | 30 days                    |
| 3            | Exchange      | 0                               | 5                     | 0             | 3              | 2                               | 30 days                    |
| 4            | Other Sources | 0                               | 1                     | 0             | 1              | 0                               | 30 days                    |
| <b>Total</b> |               | <b>0</b>                        | <b>66</b>             | <b>0</b>      | <b>64</b>      | <b>2</b>                        |                            |

**Trend of monthly disposal of complaints ( October 2023)**

| S.no | Month  | Carried forward from previous month | Received | Resolved | Pending |
|------|--------|-------------------------------------|----------|----------|---------|
| 1    | Apr-22 | 43                                  | 143      | 94       | 92      |
| 2    | May-22 | 92                                  | 87       | 167      | 12      |
| 3    | Jun-22 | 12                                  | 108      | 119      | 1       |
| 4    | Jul-22 | 1                                   | 220      | 208      | 13      |
| 5    | Aug-22 | 13                                  | 170      | 161      | 22      |
| 6    | Sep-22 | 22                                  | 116      | 124      | 14      |
| 7    | Oct-22 | 14                                  | 66       | 175      | 10      |
| 8    | Nov-22 | 22                                  | 151      | 156      | 17      |
| 9    | Dec-22 | 17                                  | 190      | 184      | 23      |
| 10   | Jan-23 | 23                                  | 174      | 186      | 11      |
| 11   | Feb-23 | 11                                  | 161      | 150      | 22      |
| 12   | Mar-23 | 22                                  | 101      | 114      | 9       |
| 13   | Apr-23 | 9                                   | 89       | 86       | 12      |
| 14   | May-23 | 12                                  | 113      | 123      | 2       |
| 15   | Jun-23 | 2                                   | 88       | 85       | 5       |
| 16   | Jul-23 | 5                                   | 144      | 140      | 9       |
| 17   | Aug-23 | 9                                   | 90       | 99       | 0       |
| 18   | Sep-23 | 0                                   | 74       | 74       | 0       |
| 19   | Oct-23 | 0                                   | 60       | 60       | 0       |

**Trend of annual disposal of complaints\***

| S.no | Year               | Carried forward from previous years | Received during the year | Resolved during the year | Pending at the end of the year |
|------|--------------------|-------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1    | 2019-20            | 1                                   | 13                       | 13                       | Nil                            |
| 2    | 2020-21            | 1                                   | 28                       | 27                       | 1                              |
| 3    | 2021-22            | 1                                   | 65                       | 66                       | Nil                            |
| 4    | 2022-23            | 0                                   | 52                       | 51                       | 1                              |
| 5    | 2023-24**          | 1                                   | 44                       | 43                       | 1                              |
|      | <b>Grand Total</b> |                                     | <b>202</b>               | <b>200</b>               |                                |

\* considered greivance through Exchange and SEBI.

\*\*Upto October 2023