## **Disclosure of Complaints against Custodians and DDPs**

## A. Data for the Month ending October 2022

| S.No | Received from                    | Pending at<br>the end of the<br>last month | Received<br>during the<br>month | Resolved<br>during the<br>month* | Total Pending<br>at the end of<br>month ** | Complaints<br>Pending > 1<br>month | Average<br>Resolution<br>time^<br>(in days) |
|------|----------------------------------|--|---------------------------------|----------------------------------|--|------------------------------------|---|
| 1    | Directly from<br>Investors       | NIL  | NIL                             | NA                               | NA   | NA                                 | NA  |
| 2    | SEBI (SCORES)                    | NIL  | NIL                             | NA                               | NA   | NA                                 | NA  |
| 3    | Stock Exchanges<br>(if relevant) | NIL  | NIL                             | NA                               | NA   | NA                                 | NA  |
| 4    | Other Sources (if any)           | NIL  | NIL                             | NA                               | NA   | NA                                 | NA  |
|      | Grand Total                      | NIL  | NIL                             | NA                               | NA   | NA                                 | NA  |

## B. Trend of Monthly disposal of complaints for the Financial Year

| SN | Month          | Carried forward from | Received during | Resolved during | Pending at the end |
|----|----------------|----------------------|-----------------|-----------------|--------------------|
|    |                | previous month       | the month       | the month *     | of the month **    |
|    |                |                      |                 |                 |                    |
| 1  | November 2021  | NIL                  | NIL             | NIL             | NIL                |
| 2  | December 2021  | NIL                  | NIL             | NIL             | NIL                |
| 3  | January 2022   | NIL                  | NIL             | NIL             | NIL                |
| 4  | February 2022  | NIL                  | NIL             | NIL             | NIL                |
| 5  | March 2022     | NIL                  | NIL             | NIL             | NIL                |
| 6  | April 2022     | NIL                  | NIL             | NIL             | NIL                |
| 7  | May 2022       | NIL                  | NIL             | NIL             | NIL                |
| 8  | June 2022      | NIL                  | NIL             | NIL             | NIL                |
| 9  | July 2022      | NIL                  | NIL             | NIL             | NIL                |
| 10 | August 2022    | NIL                  | NIL             | NIL             | NIL                |
| 11 | September 2022 | NIL                  | NIL             | NIL             | NIL                |
| 12 | October 2022   | NIL                  | NIL             | NIL             | NIL                |
|    | Grand Total    | NIL                  | NIL             | NIL             | NIL                |

<sup>\*</sup> Inclusive of complaints of previous months resolved in the current month.

## C. Trend of Annual (FY) disposal of complaints (For 3 years on rolling basis)

| Sr No | Year        | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|-------|-------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1     | 2019-20     | NIL                                | NIL                      | NA                       | NA                             |
| 2     | 2020-21     | NIL                                | NIL                      | NA                       | NA                             |
| 3     | 2021-22     | NIL                                | NIL                      | NA                       | NA                             |
|       | Grand Total | NIL                                | NIL                      | NA                       | NA                             |

<sup>\*\*</sup> Inclusive of complaints pending as on the last day of the month.

<sup>^</sup> Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.