

Annexure C

Investor Complaints Data for Sep 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	4	17	0	21	0		8
2	SEBI (SCORES)	0	9	2	7	0		10
3	Depositories	1	12	5	8	0		9
4	Other Sources (if any)	0	0	0	0	0		0
5	Grand Total	5	38	7	36	0		7

Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved	Pending
1	Apr-24	0	54	54	0
2	May-24	0	39	39	0
3	Jun-24	0	58	58	0
4	Jul-24	0	35	28	7
5	Aug-24	7	43	45	5
6	Sep-24	5	38	36	7
	Grand Total	7	267	260	

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	0	167	167	0
2	2018-19	0	165	165	0
3	2019-20	0	129	129	0
4	2020-21	0	161	161	0
5	2021-22	0	282	282	0
6	2022-23	0	250	250	0
7	2023-24	0	329	329	0
8	2024-25	0	267	267	0
9	Grand Total	0	1750	1750	0