

## Annexure C

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

### Data for every month ending

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	0	0	0	0		0
2	SEBI (SCORES)	0	0	0	0	0		0
3	Depositories	0	0	0	0	0		0
4	Other Sources (if any)	0	0	0	0	0		0
5	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>

### Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	May - 2022	0	1	1	0
2	June - 2022	0	0	0	0
3	July - 2022	0	0	0	0
4	August - 2022	0	0	0	0
5	September - 2022	0	0	0	0
6	October - 2022	0	0	0	0
7	November - 2022	0	0	0	0
8	December - 2022	0	0	0	0
9	January - 2023	0	0	0	0
10	February - 2023	0	0	0	0
11	March - 2023	0	1	1	0
12	April - 2023	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>

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\*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.

^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	2019 - 20	0	0	0	0
2	2020 -21	0	1	1	0
3	2021 - 22	0	0	0	0
4	2022 - 23	0	2	2	0
5	2023 - 24	0	0	0	0
	<b>Grand Total</b>	0	3	3	0

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