

Investor Complaint Data – Depository Participant Data for month ending October 2024

S. No	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	2	3	4	5	6	7		8
1	Directly from Investors	0	1	1	1	0	0	4
2	SEBI (SCORES)	1	1	2	1	1	0	14
3	Depositories	7	8	15	13	2	0	10
4	Other Sources (if any)	0	0	0	0	0	0	0
	Grand Total	8	10	18	15	3	0	

Trend of monthly disposal of complaints

S.No	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1.	Apr-24	11	34	43	2
2.	May-24	2	13	12	3
3.	Jun-24	3	16	17	2
4.	Jul-24	2	16	11	7
5.	Aug-24	7	11	18	0
6.	Sep-24	0	17	9	8
7.	Oct-24	8	10	15	3

*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

S.No	Financial 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	130	130	0
2	2018-19	0	81	80	1
3	2019-20	1	98	98	1
4	2020-21	1	109	105	5
5	2021-22	5	187	187	5
6	2022-23	5	139	144	0
7	2023-24	0	134	123	11
	Grand Total		878	867	

