Annexure C

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

Data for every month ending – December 2023

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 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 | Grand Total | 0 | 0 | 0 | 0 | 0 | | 0 |

Trend of monthly disposal of complaints

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SN | Month | Carried forward  from previous month | Received | Resolved\* | Pending\*\* |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | April 2022 | 0 | 0 | 0 | 0 |
| 2 | May 2022 | 0 | 0 | 0 | 0 |
| 3 | June 2022 | 0 | 0 | 0 | 0 |
| 4 | July 2022 | 0 | 0 | 0 | 0 |
| 5 | August 2022 | 0 | 0 | 0 | 0 |
| 6 | September 2022 | 0 | 0 | 0 | 0 |
| 7 | October 2022 | 0 | 0 | 0 | 0 |
| 8 | November 2022 | 0 | 0 | 0 | 0 |
| 9 | December 2022 | 0 | 0 | 0 | 0 |
| 10 | January 2023 | 0 | 0 | 0 | 0 |
| 11 | February 2023 | 0 | 0 | 0 | 0 |
| 12 | March 2023 | 0 | 0 | 0 | 0 |
| 13 | April 2023 | 0 | 0 | 0 | 0 |
| 14 | May 2023 | 0 | 0 | 0 | 0 |
| 15 | June 2023 | 0 | 0 | 0 | 0 |
| 16 | July 2023 | 0 | 0 | 0 | 0 |
| 17 | August 2023 | 0 | 0 | 0 | 0 |
| 18 | September 2023 | 0 | 0 | 0 | 0 |
| 19 | October 2023 | 0 | 0 | 0 | 0 |
| 20 | November 2023 | 0 | 0 | 0 | 0 |
| 21 | December 2023 | 0 | 0 | 0 | 0 |
| 22 | January 2024 | 0 | 0 | 0 | 0 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  | **Grand Total** | 0 | 0 | 0 | 0 |

\*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 | 2017-18 | 0 | 0 | 0 | 0 |
| 2 | 2018-19 | 0 | 0 | 0 | 0 |
| 3 | 2019-20 | 0 | 0 | 0 | 0 |
| 4 | 2020-21 | 0 | 0 | 0 | 0 |
| 5 | 2021-22 | 0 | 0 | 0 | 0 |
| 6 | 2022-23 | 0 | 0 | 0 | 0 |
| 7 | 2023-24 | 0 | 0 | 0 | 0 |
|  | Grand Total | 0 | 0 | 0 | 0 |