Annexure C

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

Data for every month ending – March 2025

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 | Jan 2024 | 0 | 0 | 0 | 0 |
| 2 | Feb 2024 | 0 | 0 | 0 | 0 |
| 3 | March 2024 | 0 | 0 | 0 | 0 |
| 1 | April 2024 | 0 | 0 | 0 | 0 |
| 2 | May 2024 | 0 | 0 | 0 | 0 |
| 3 | June 2024 | 0 | 0 | 0 | 0 |
| 4 | July 2024 | 0 | 0 | 0 | 0 |
| 5 | August 2024 | 0 | 0 | 0 | 0 |
| 6 | September 2024 | 0 | 0 | 0 | 0 |
| 7 | October 2024 | 0 | 0 | 0 | 0 |
| 8 | November 2024 | 0 | 4 | 4 | 0 |
| 9 | December 2024 | 0 | 0 | 0 | 0 |
| 10 | January 2025 | 0 | 0 | 0 | 0 |
| 11 | February 2025 | 0 | 0 | 0 | 0 |
| 12 | March 2025 | 0 | 0 | 0 | 0 |
| 13 |  |  |  |  |  |
| 14 |  |  |  |  |  |
| 15 |  |  |  |  |  |
| 16 |  |  |  |  |  |
| 17 |  |  |  |  |  |
| 18 |  |  |  |  |  |
| 19 |  |  |  |  |  |
| 20 |  |  |  |  |  |
| 21 |  |  |  |  |  |
|  | **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 | 4 | 4 | 0 |
| 8 | 2024-25 | 0 | 0 | 0 | 0 |
|  | Grand Total | 0 | 0 | 0 | 0 |