# Annexure C:

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

# Data for month ended August 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 |  |  |
| 2 | SEBI (SCORES) | 0 | 0 | 0 | 0 |  |  |
| 3 | Depositories | 0 | 0 | 0 | 0 |  |  |
| 4 | OtherSources (if any) | 0 | 0 | 0 | 0 |  |  |
| 5 | **Grand Total** | 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 | August- 2022 | 0 | 0 | 0 | 0 |
| 2 | September-2022 | 0 | 1 | 1 | 0 |
| 3 | October 2022 | 0 | 1 | 1 | 0 |
| 4 | November 2022 | 0 | 0 | 0 | 0 |
| 5 | December 2022 | 0 | 0 | 0 | 0 |
| 6 | January 2023 | 0 | 0 | 0 | 0 |
| 7 | February 2023 | 0 | 0 | 0 | 0 |
| 8 | March-2023 | 0 | 0 | 0 | 0 |
| 9 | April-2023 | 0 | 0 | 0 | 0 |
| 10 | May-2023 | 0 | 0 | 0 | 0 |
| 11 | June-2023 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 12 | July-2023 | 0 | 0 | 0 | 0 |
| 13 | August-2023 | 0 | 0 | 0 | 0 |
|  | **Grand Total** | 0 | 2 | 2 | 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 | 8 | 8 | 0 |
| 2 | 2018-19 | 0 | 11 | 11 | 0 |
| 3 | 2019-20 | 0 | 1 | 1 | 0 |
| 4 | 2020-21 | 0 | 3 | 3 | 0 |
| 5 | 2021-22 | 0 | 7 | 7 | 0 |
| 6 | 2022-23 | 0 | 4 | 4 | 0 |
|  | **Grand Total** |  | 34 | 34 |  |