

Format for Investor Complaints Data for period 2024-2025

Complaints received for month of September 2024

| S.no | Received from | Carried forward from last month | Received during month | Total Pending | Total Resolved | Pending at the end of the month | Average Resolution on Time |
|--------------|-------------------------|---------------------------------|-----------------------|---------------|----------------|---------------------------------|----------------------------|
| 1 | Investor | 0 | 91 | 0 | 91 | 0 | 21 days |
| 2 | (SEBI)Scores/ Smart ODR | 0 | 2 | 0 | 1 | 1 | 21 days |
| 3 | Exchange | 0 | 0 | 0 | 0 | 0 | 21 days |
| 4 | Other Sources | 0 | 0 | 0 | 0 | 0 | 21 days |
| Total | | 0 | 93 | 0 | 92 | 1 | |

Trend of monthly disposal of complaints (August 2024)

| S.no | Month | forward from previous month | Received | Resolved | Pending |
|------|--------|-----------------------------|----------|----------|---------|
| 1 | Apr-24 | 0 | 50 | 50 | 0 |
| 2 | May-24 | 0 | 52 | 52 | 0 |
| 3 | Jun-24 | 0 | 74 | 74 | 0 |
| 4 | Jul-24 | 0 | 101 | 101 | 0 |
| 5 | Aug-24 | 0 | 59 | 59 | 0 |
| 6 | Sep-24 | 0 | 93 | 92 | 1 |
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Trend of annual disposal of complaints*

| S.no | Year | Carried forward from previous years | Received during the year | Resolved during the year | Pending at the end of the year |
|------|--------------------|-------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1 | 2020-21 | 1 | 28 | 27 | 1 |
| 2 | 2021-22 | 1 | 65 | 66 | Nil |
| 3 | 2022-23 | 0 | 52 | 51 | 1 |
| 4 | 2023-24 | 1 | 57 | 57 | 0 |
| 5 | 2024-25** | 0 | 22 | 21 | 0 |
| | Grand Total | | 224 | 222 | |

* considered grievance through Exchange and SEBI.

**Upto September 2024