

**Annexure C**

**Investor Complaints Data of Depository Participants Operations:**

**Data for the month ending : October'22**

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	Nil	Nil	Nil	Nil	Nil	Nil	Nil
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	Nil	Nil
3	Depositories	Nil	Nil	Nil	Nil	Nil	Nil	Nil
4	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	Nil	Nil
5	<b>Grand Total</b>	Nil	Nil	Nil	Nil	Nil	Nil	Nil

**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	Nil	Nil	Nil	Nil
2	May- 2022	Nil	Nil	Nil	Nil
3	June-2022	Nil	Nil	Nil	Nil
4	July -2022	Nil	Nil	Nil	Nil
5	August-2022	Nil	Nil	Nil	Nil
6	September -2022	Nil	Nil	Nil	Nil
7	October-2022	Nil	Nil	Nil	Nil
	<b>Grand Total</b>	Nil	Nil	Nil	Nil

\* Includes 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**

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2017-18	Nil	Nil	Nil	Nil
2	2018-19	Nil	Nil	Nil	Nil
3	2019-20	Nil	Nil	Nil	Nil
4	2020-21	Nil	Nil	Nil	Nil
5	2021-22	Nil	01	01	Nil
	<b>Grand Total</b>	Nil	01	01	Nil