

### Annexure C

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

#### Data for the month ending : June'22

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