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# Annexure C

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

# Data for the month ending : May’23

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | OtherSources (if any) | Nil | Nil | Nil | Nil | Nil | Nil |
| 5 | **Grand Total** | 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 -2023 |  Nil |  Nil |  Nil |  Nil |
| 2 | May-2023 |  Nil |  Nil |  Nil |  Nil |
|  | **Grand Total** |  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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 |  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 |
| 6 | 2022-23 |  Nil |  Nil |  Nil |  Nil |
| 7 | 2023-24 |  Nil |  Nil |  Nil |  Nil |
|  | **Grand Total** |  Nil |  01  |  01 |  Nil |