

**Investor Complaint Data – Depository Participant Data for month ending September 2024**

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	0	1	1	1	0	0	4
2	SEBI (SCORES)	0	1	1	0	1	0	0
3	Depositories	0	15	15	8	7	0	6
4	Other Sources (if any)	0	0	0	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>17</b>	<b>17</b>	<b>9</b>	<b>8</b>	<b>0</b>	

**Trend of monthly disposal of complaints**

S.No	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1.	Apr-24	11	34	43	2
2.	May-24	2	13	12	3
3.	Jun-24	3	16	17	2
4.	Jul-24	2	16	11	7
5.	Aug-24	7	11	18	0
6.	Sep-24	0	17	9	8

\*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**

S.No	Financial 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	130	130	0
2	2018-19	0	81	80	1
3	2019-20	1	98	98	1
4	2020-21	1	109	105	5
5	2021-22	5	187	187	5
6	2022-23	5	139	144	0
7	2023-24	0	134	123	11
	<b>Grand Total</b>		<b>878</b>	<b>867</b>	