

**Disclosure of complaints as per SEBI/HO/MIRSD/MIRSD\_RTAMB/CIR/2021/670 dated November 26, 2021**

**Data for month ending - September 2023**

| Sr.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      | Directly from Investors       | 0                                   | 12                        | 0             | 12        | 0                               | 0                              | 2.33                              |
| 2      | SEBI (SCORES)                 | 0                                   | 2                         | 0             | 2         | 0                               | 0                              | 1.50                              |
| 3      | Stock Exchanges (if relevant) | 0                                   | 7                         | 0             | 7         | 0                               | 0                              | 1.43                              |
| 4      | Other Sources (if any)        | 0                                   | 11                        | 0             | 11        | 0                               | 0                              | 0.91                              |
| 5      | <b>Grand Total</b>            | <b>0</b>                            | <b>32</b>                 | <b>0</b>      | <b>32</b> | <b>0</b>                        | <b>0</b>                       | <b>1.59</b>                       |

**Month - wise data for the current financial year**

| Sr.No. | Month              | Carried forward from previous month | Received   | Resolved   | Pending  |
|--------|--------------------|-------------------------------------|------------|------------|----------|
| 1      | July, 2021         | 0                                   | 16         | 12         | 4        |
| 2      | August, 2021       | 4                                   | 40         | 36         | 8        |
| 3      | September, 2021    | 8                                   | 24         | 29         | 3        |
| 4      | October, 2021      | 3                                   | 33         | 30         | 6        |
| 5      | November, 2021     | 6                                   | 38         | 37         | 7        |
| 6      | December, 2021     | 7                                   | 28         | 35         | 0        |
| 7      | January, 2022      | 0                                   | 11         | 10         | 1        |
| 8      | February, 2022     | 1                                   | 21         | 22         | 0        |
| 9      | March, 2022        | 0                                   | 28         | 28         | 0        |
| 10     | April, 2022        | 0                                   | 24         | 24         | 0        |
| 11     | May, 2022          | 0                                   | 21         | 19         | 2        |
| 12     | June, 2022         | 2                                   | 27         | 29         | 0        |
| 13     | July, 2022         | 0                                   | 34         | 34         | 0        |
| 14     | August, 2022       | 0                                   | 36         | 36         | 0        |
| 15     | September, 2022    | 0                                   | 23         | 23         | 0        |
| 16     | October, 2022      | 0                                   | 13         | 13         | 0        |
| 17     | November, 2022     | 0                                   | 12         | 10         | 2        |
| 18     | December, 2022     | 2                                   | 25         | 27         | 0        |
| 19     | January, 2023      | 0                                   | 17         | 17         | 0        |
| 20     | February, 2023     | 0                                   | 26         | 26         | 0        |
| 21     | March, 2023        | 0                                   | 39         | 39         | 0        |
| 22     | April, 2023        | 0                                   | 25         | 25         | 0        |
| 23     | May, 2023          | 0                                   | 20         | 20         | 0        |
| 24     | June, 2023         | 0                                   | 42         | 42         | 0        |
| 25     | July, 2023         | 0                                   | 55         | 55         | 0        |
| 26     | August, 2023       | 0                                   | 36         | 36         | 0        |
| 27     | September, 2023    | 0                                   | 32         | 32         | 0        |
|        | <b>Grand Total</b> | <b>0</b>                            | <b>746</b> | <b>746</b> | <b>0</b> |

**Trend of annual (Calendar Year) disposal of complaints (for 5 years on rolling basis)**

| Sr.No. | Year               | Carried forward from previous year | Received    | Resolved    | Pending  |
|--------|--------------------|------------------------------------|-------------|-------------|----------|
| 1      | 2017-18            | 0                                  | 211         | 211         | 0        |
| 2      | 2018-19            | 0                                  | 353         | 353         | 0        |
| 3      | 2019-20            | 0                                  | 221         | 220         | 1        |
| 4      | 2020-21            | 1                                  | 134         | 134         | 1        |
| 5      | 2021-22            | 1                                  | 297         | 298         | 0        |
| 6      | 2022-23            | 0                                  | 297         | 297         | 0        |
| 7      | 2023-24            | 0                                  | 210         | 210         | 0        |
|        | <b>Grand Total</b> | <b>0</b>                           | <b>1723</b> | <b>1723</b> | <b>0</b> |