

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

Data for month ending - November 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 | 6 | 0 | 6 | 0 | 0 | 4.33 |
| 2 | SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |
| 3 | Stock Exchanges (if relevant) | 0 | 2 | 0 | 2 | 0 | 0 | 1.00 |
| 4 | Other Sources (if any) | 0 | 5 | 0 | 5 | 0 | 0 | 1.40 |
| 5 | Grand Total | 0 | 13 | 0 | 13 | 0 | 0 | 2.70 |

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 |
| 28 | October, 2023 | 0 | 30 | 30 | 0 |
| 29 | November, 2023 | 0 | 13 | 13 | 0 |
| | Grand Total | 0 | 789 | 789 | 0 |

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 | 253 | 253 | 0 |
| | Grand Total | 0 | 1766 | 1766 | 0 |