



Complaints received by STOCK BROKERS for the month of January 2025

| Data for Every month Ending – January 2025 |                         |                                     |                           |               |            |                                    |                                |                                     |
|--|-------------------------|-------------------------------------|---------------------------|---------------|------------|------------------------------------|--------------------------------|-------------------------------------|
| Sr. No                                     | Received From Customers | 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                                   | 0                         | 0             | 0          | 0                                  | 0                              | 0                                   |
| 2  | SEBI (SCORES)           | 0                                   | 01                        | 0             | 01         | 0                                  | 0                              | 06                                  |
| 3  | Stock Exchanges         | 0                                   | 0                         | 0             | 0          | 0                                  | 0                              | 0                                   |
| 4  | Other Sources (if any)  | 0                                   | 0                         | 0             | 0          | 0                                  | 0                              | 0                                   |
|  | <b>Grand Total</b>      | <b>0</b>                            | <b>01</b>                 | <b>0</b>      | <b>01</b>  | <b>0</b>                           | <b>0</b>                       | <b>06</b>                           |

| Monthly Trend for Disposal of Complaints - FY 2024-25 |                    |                                     |           |            |            |
|---|--------------------|-------------------------------------|-----------|------------|------------|
| Sr. No.   | Month              | Carried forward from previous month | Received  | Resolved * | Pending ** |
| 1   | Apr -24            | 0                                   | 13        | 13         | 0          |
| 2   | May-24             | 0                                   | 06        | 05         | 01         |
| 3   | Jun-24             | 01                                  | 02        | 03         | 0          |
| 4   | Jul-24             | 0                                   | 02        | 02         | 0          |
| 5   | Aug-24             | 0                                   | 01        | 01         | 0          |
| 6   | Sep-24             | 0                                   | 03        | 01         | 02         |
| 7   | Oct-24             | 02                                  | 01        | 03         | 0          |
| 8   | Nov-24             | 0                                   | 06        | 03         | 03         |
| 9   | Dec-24             | 03                                  | 01        | 04         | 0          |
| 10  | Jan-25             | 0                                   | 01        | 01         | 0          |
| 11  | Feb-25             | 0                                   | 0         | 0          | 0          |
| 12  | Mar-25             | 0                                   | 0         | 0          | 0          |
|   | <b>Grand Total</b> | <b>06</b>                           | <b>36</b> | <b>36</b>  | <b>06</b>  |

\* 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 – Trading |                    |                                    |                            |                          |                                |
|--|--------------------|------------------------------------|----------------------------|--------------------------|--------------------------------|
| SN   | Year               | Carried forward from previous year | Received during the year * | Resolved during the year | Pending at the end of the year |
| 1  | 2018-19            | NA                                 | NA                         | NA                       | NA                             |
| 2  | 2019-20            | NA                                 | NA                         | NA                       | NA                             |
| 3  | 2020-21            | 0                                  | 0                          | 0                        | 0                              |
| 4  | 2021-22            | 0                                  | 0                          | 0                        | 0                              |
| 5  | 2022-23            | 0                                  | 25                         | 25                       | 0                              |
| 6  | 2023-24            | 0                                  | 18                         | 18                       | 0                              |
| 7  | 2024-25            | 0                                  | 36                         | 36                       | 0                              |
|  | <b>Grand Total</b> | <b>0</b>                           | <b>79</b>                  | <b>79</b>                | <b>0</b>                       |

\* Member ID enabled in the month of August, 2021



Complaints received by **DEPOSITORY PARTICIPANTS** for the month of January 2025:

| Data for every month ending – January 2025 |                         |                                     |                           |               |            |                                    |                                |                                     |
|--|-------------------------|-------------------------------------|---------------------------|---------------|------------|------------------------------------|--------------------------------|-------------------------------------|
| Sr. No                                     | Received From Customers | 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                                   | 0                         | 0             | 0          | 0                                  | 0                              | 0                                   |
| 2  | SEBI (SCORES)           | 0                                   | 0                         | 0             | 0          | 0                                  | 0                              | 0                                   |
| 3  | Depositories            | 0                                   | 01                        | 0             | 01         | 0                                  | 0                              | 13                                  |
| 4  | Other Sources (if any)  | 0                                   | 0                         | 0             | 0          | 0                                  | 0                              | 0                                   |
|  | <b>Grand Total</b>      | <b>0</b>                            | <b>01</b>                 | <b>0</b>      | <b>01</b>  | <b>0</b>                           | <b>0</b>                       | <b>13</b>                           |

| Trend of monthly disposal of complaints – Depositories |                    |                                     |           |           |           |
|--|--------------------|-------------------------------------|-----------|-----------|-----------|
| Sr. No.  | Month              | Carried forward from previous month | Received  | Resolved* | Pending** |
| 1  | Apr -24            | 01                                  | 0         | 01        | 0         |
| 2  | May-24             | 0                                   | 03        | 03        | 0         |
| 3  | Jun-24             | 0                                   | 26        | 18        | 08        |
| 4  | Jul-24             | 08                                  | 01        | 08        | 01        |
| 5  | Aug-24             | 01                                  | 0         | 01        | 0         |
| 6  | Sep-24             | 0                                   | 03        | 02        | 01        |
| 7  | Oct-24             | 01                                  | 01        | 02        | 0         |
| 8  | Nov-24             | 0                                   | 0         | 0         | 0         |
| 9  | Dec-24             | 0                                   | 0         | 0         | 0         |
| 10   | Jan-25             | 0                                   | 01        | 01        | 0         |
| 11   | Feb-25             | 0                                   | 0         | 0         | 0         |
| 12   | Mar-25             | 0                                   | 0         | 0         | 0         |
|  | <b>Grand Total</b> | <b>11</b>                           | <b>35</b> | <b>36</b> | <b>10</b> |

\* 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 – Depositories |                    |                                    |                          |                            |                                |
|---|--------------------|------------------------------------|--------------------------|----------------------------|--------------------------------|
| Sr. No.   | Year               | Carried forward from previous year | Received during the year | Resolved during the year * | Pending at the end of the year |
| 1   | 2018-19            | NA                                 | NA                       | NA                         | NA                             |
| 2   | 2019-20            | NA                                 | NA                       | NA                         | NA                             |
| 3   | 2020-21            | NA                                 | NA                       | NA                         | NA                             |
| 4   | 2021-22            | 0                                  | 94                       | 91                         | 03                             |
| 5   | 2022-23            | 03                                 | 42                       | 45                         | 0                              |
| 6   | 2023-24            | 0                                  | 45                       | 44                         | 01                             |
| 7   | 2024-25            | 01                                 | 35                       | 36                         | 0                              |
|   | <b>Grand Total</b> | <b>04</b>                          | <b>216</b>               | <b>216</b>                 | <b>04</b>                      |

\* CDSL DP ID was received in the month of April, 2021