

Annexure C

Format for Investor Complaints Data to be displayed by Depository Participants on their respective websites

Data for every month ending

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		
2	SEBI (SCORES)	NIL	1	1	1	NIL		1 DAY
3	Depositories	NIL	2	NIL	2	NIL		7 days
4	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL		
5	Grand Total	NIL	3	NIL	3	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 2022	NIL	2	2	NIL
2	MAY 2022	NIL	1	1	NIL
3	JUNE 2022				
4					
	Grand Total				

*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

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	2	2	NIL
2	2018-19	NIL	2	2	NIL
3	2019-20	NIL	1	1	NIL
4	2020-21	NIL	1	1	NIL
5	2021-22	NIL	4	4	NIL
	Grand Total	NIL	10	10	