

## Complaints – Broking &amp; DP

## ANNEXURE-B

## Data for Month ending Oct - 2024

Sr. No.	Received from	Carried forward from previous Year	Received during the year	Total Pending	Resolved*	Pending at the end of the year**
1	Directly from Investors	6	25	9	16	15
2	SEBI (SCORES)	0	10	1	10	1
3	Depositories	0	24	0	23	0
4	Other Sources(if any)	0	0	0	0	0
	<b>Grand Total</b>	<b>6</b>	<b>59</b>	<b>10</b>	<b>49</b>	<b>16</b>

**Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.**

## Trend of monthly disposal of

Sr. No.	Month	Carried forward from previous month	Received	Resolved *	Pending**
1	Apr-21	0	2	2	0
2	May-21	0	0	0	0
3	Jun-21	0	2	2	0
4	Jul-21	0	1	1	0
5	Aug-21	0	0	0	0
6	Sep-21	0	1	1	0
7	Oct-21	0	0	0	0
8	Nov-21	0	2	1	1
9	Dec-21	1	1	1	0
10	Jan-22	0	1	1	0
11	Feb-22	0	0	0	0
12	Mar-22	0	0	0	0
13	Apr-22	0	1	1	0
14	May-22	0	2	2	0
15	Jun-22	0	0	0	0
16	Jul-22	0	0	0	0
17	Aug-22	0	2	2	0
18	Sept 22	0	2	2	0
19	Oct-22	0	1	2	0
20	Nov-22	0	4	4	0
21	Dec-22	0	3	3	0
22	Jan-23	0	2	2	0
23	Feb-23	0	1	1	0
24	Mar-23	0	0	0	0
25	Apr-23	0	1	0	1
26	May-23	1	1	1	1
27	Jun-23	1	2	0	2
28	Jul-23	0	0	0	0
29	Aug-23	0	0	0	0
30	Sep-23	0	2	2	0
31	Oct -23	0	2	2	0
32	Nov-23	0	0	0	0
33	Dec-23	0	1	1	0
34	Jan 24	0	6	6	0
35	Feb 24	0	6	6	0
36	Mar 24	0	11	7	4
37	April 24	4	7	10	1
38	May 24	1	11	10	1
39	Jun 24	1	1	2	0
40	July 24	0	2	2	0
41	Aug 24	0	0	0	0
42	Sep 24	0	3	3	0
43	Oct 24	0	1	1	0
	<b>Grand Total</b>	<b>9</b>	<b>85</b>	<b>82</b>	<b>11</b>

\* Inclusive of complaints of previous months resolved in the current

\*\* Inclusive of complaints pending as on the last day of the month.

## Trend of annual disposal of complaints

Sr. No.	Year	Carriedforward from previous year	Receivedduringthe year	Resolved during the year	Pending at the end of the year	
1	2017-18	0	399	398	1	
2	2018-19	1	217	203	14	
3	2019-20	14	124	99	25	
4	2020-21	25	16	15	1	
5	2021-22	1	10	9	1	

6	2022-23	1	18	18	0	
7	2023-24	0	6	3	3	

	<b>Grand Total</b>	42	790	745	45	
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