

Complaints–Broking&DP

ANNEXURE-B

DataforMonthending Mar-2025

Sr. No.	Receivedfrom	Carriedforwardfromprevious Year	Receivedduringtheyear	TotalPending	Resolved*	Pending attheendoftheyear*
1	DirectlyfromInvestors	6	25	9	16	15
2	SEBI(SCORES)	0	10	1	10	1
3	Depositories	0	24	0	23	0
4	OtherSources(ifany)	0	0	0	0	0
	GrandTotal	6	59	10	49	16

AverageResolutiontimeisthesumtotaloftimetakentoresolveeachcomplaintindays, inthecurrentmonthdividedbytotalnumberofcomplaintsresolvedinthecurrentmonth.

Trendofmonthlydisposalof

Sr. No.	Month	Carriedforwardfromprevious 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	Sept22	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	Jan24	0	6	6	0
35	Feb24	0	6	6	0
36	Mar24	0	11	7	4
37	April24	4	7	10	1
38	May24	1	11	10	1
39	Jun24	1	1	2	0
40	July24	0	2	2	0
41	Aug24	0	0	0	0
42	Sep24	0	3	3	0
43	Oct24	0	1	1	0
44	Nov24	0	7	7	0
45	Dec24	0	4	4	0
46	Jan25	0	3	3	0
47	Feb25	0	2	2	0

48	Mar 25	0	1	1	0	
	Grand Total	9	102	99	11	
*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	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year	
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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	
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6	2022-23	1	18	18	0	
7	2023-24	0	6	3	3	

	GrandTotal	42	790	745	45	
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