

Complaints – Broking

Data for March 2022							
Sr. No.	Received from	Carried forward from previous Year	Received during the year	Total Pending	Resolved*	Pending at the end of the year**	Average Resolution time^ (in days)
1	Directly from Investors	6	25	9	16	15	30 days
2	SEBI (SCORES)	Nil	10	1	10	1	30 days
3	Depositories	Nil	23	Nil	23	Nil	30 days
4	Other Sources(if any)	Nil	Nil	Nil	Nil	Nil	Nil
	Grand Total	6	58	10	49	16	

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 complaints					
Sr.No.	Month	from previous month	Received	Resolved*	Pending*
1	Apr-21	Nil	2	2	0
2	May-21	Nil	0	0	0
3	Jun-21	Nil	2	2	0
4	Jul-21	Nil	1	1	0
5	Aug-21	Nil	0	0	0
6	Sep-21	Nil	1	1	0
7	Oct-21	Nil	0	0	0
8	Nov-21	Nil	2	1	1
9	Dec-21	1	1	1	0
10	Jan-22	Nil	1	1	0

Sr.No.	Month	Carried forward from previous month	Received	Resolved**	Pending*
11	Feb-22	Nil	Nil	Nil	Nil
12	Mar-22	Nil	Nil	Nil	Nil
13	Apr-22	Nil	1	1	Nil
14	May-22	Nil	2	2	Nil
15	Jun-22	Nil	Nil	Nil	Nil
16	Jul-22	Nil	Nil	Nil	Nil
	Grand Total	2	13	12	1

* Inclusive of complaints of previous months resolved in the current month.

** 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
1	2017-18	Nil	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
	Grand Total	42	766	724	42