### **Annexure C**

# Investor Complaints Data\_ NSDL

### Data for every month ending - September 2024

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the endof 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	0	1	1	0	1	0	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	0	1	1	0	1	0	0

## Trend of monthly disposal of complaints

S N	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April 2024	0	0	0	0
2	May 2024	0	1	1	0
3	June 2024	0	0	0	0
4	July 2024	0	0	0	0
5	August 2024	0	0	0	0
6	September 2024	0	1	0	1
	_				
	Grand Total				

#### **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	2020-21	2	8	8	2
2	2021-22	2	6	8	0
3	2022-23	0	0	0	0
4	2023-24	0	1	1	0
5	2024-25	0			
	Grand Total	0	0	0	

<sup>\*</sup>Should include complaints of previous months resolved in the current month, ifany

<sup>\*</sup>Should include total complaints pending as on the last day of the month, if any.

<sup>^</sup>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.