

**Annexure C**

**Investor Complaints Data\_ NSDL**

**Data for every month ending - November 2024**

| 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 | 1                                   | 1                         | 0             | 2         | 0                                 | 0                              | 6                                  |
| 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  | <b>Grand Total</b>      | 1                                   | 1                         | 0             | 2         | 0                                 | 0                              | 6                                  |

**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         |
| 7   | October 2024       | 1                                   | 0        | 0         | 1         |
| 8   | November 2024      | 1                                   | 1        | 2         | 0         |
|     |                    |                                     |          |           |           |
|     |                    |                                     |          |           |           |
|     |                    |                                     |          |           |           |
|     |                    |                                     |          |           |           |
|     |                    |                                     |          |           |           |
|     | <b>Grand Total</b> |                                     |          |           |           |

\*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**

| <b>SN</b> | <b>Year</b>        | <b>Carried forward from previous year</b> | <b>Received during the year</b> | <b>Resolved during the year</b> | <b>Pending at the end of the year</b> |
|-----------|--------------------|---|---------------------------------|---------------------------------|---------------------------------------|
| 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   |                                 |                                 |                                       |
|           | <b>Grand Total</b> | 0   | 0                               | 0                               |                                       |