

Investor Charter

Data For the month ending – April 2022.

Sr. No.	Received from	Pending at the end of last month	Received	Resolved*	Total Pending#	Pending complaints > 3 months	Average Resolution time(in days)
1	Directly from investors	0	8	3	5	0	30 Days
2	SEBI SCORES	0	0	0	0	0	15 Days
3	STOCK EXCHNAGES	0	0	0	0	0	15 Days
4	Other sources (CDSL Audit Application Portal)	0	5	5	0	0	15 Days
5	GRAND TOTAL	0	13	8	5	0	

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	Carried forward from previous month	Received	Resolved*	Pending#
1	2	3	4	5	6
2	Apr-21	9	32	33	8
3	May-21	8	26	27	7
4	Jun-21	7	44	46	5
5	Jul-21	5	8	10	3
6	Aug-21	3	20	18	5
7	Sep-21	5	19	17	7
8	Oct-21	7	13	14	6
9	Nov-21	6	9	14	1
10	Dec-21	1	10	8	3
11	Jan-22	3	7	8	2
12	Feb-22	2	3	4	1
13	March-22	1	5	5	1

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14	April-22	1	13	9	5
	GRAND TOTAL	58	209	213	54

*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

SN	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2019-20	0	119	114	5
2	2020-21	5	430	426	9
3	2021-22	9	191	199	1
4	2022-23	1	13	9	5
	Grand Total	15	753	748	20

**Inclusive of complaints of previous year resolved in the current year.

##Inclusive of complaints pending as on the last day of the year.