

**Data For the month ending – FEBRUARY 2023.**

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	04	04	0	0	15 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	01	01	0	0	15 Days
5	GRAND TOTAL	0	05	05	0	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	APRIL 2022	01	13	09	05
2	MAY 2022	05	17	21	01
3	JUNE 2022	01	13	14	0
4	JULY 2022	0	18	16	02
5	AUGUST 2022	02	13	05	10
6	SEPTEMBER 2022	10	27	11	26
7	OCTOBER 2022	26	08	31	03
8	NOVEMBER 2022	03	16	13	06
9	DECEMBER 2022	06	06	06	06
10	JANUARY 2023	06	06	12	0
11	FEBRUARY 2023	0	05	05	0
	GRAND TOTAL	60	142	143	59

\*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	152	48
4	2022-23	60	142	143	59
	Grand Total	74	882	835	121

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

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