

Investor Charter

Data For the month ending – March 2024.

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	01	10	08	03	00	15 Days
2	SEBI SCORES	00	00	00	00	00	15 Days
3	STOCK EXCHANGES	00	00	00	00	00	15 Days
4	Other sources (CDSL Audit Application Portal)	00	03	03	00	00	15 Days
5	GRAND TOTAL	01	13	11	03	00	

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 2023	03	06	06	03
2	MAY 2023	03	14	17	00
3	June 2023	00	09	09	00
4	July 2023	00	12	12	00
5	August 2023	00	11	09	02
6	September 2023	02	13	15	00
7	October 2023	00	08	06	02
8	November 2023	02	07	08	01
9	December 2023	01	16	12	05
10	January 2024	01	25	25	01
11	February 2024	01	18	19	00
12	March 2024	01	13	12	00
	GRAND TOTAL	14	152	150	14

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

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

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	48	147	145	50
5	2023-24	50	152	150	14
	Grand Total	112	1039	987	126

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

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