

Anand Rathi Share and Stock Brokers Limited.

Data For the month ending- March 2024

Sr. No.	Received from	Carried forward from previous month	Received during the month	Resolved*	Total Pending#	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	Directly from investors	09	127	96	40	NIL	NIL	15 days
2	SEBI SCORES	NIL	NIL	NIL	NIL	NIL	NIL	30 days
3	STOCK EXCHANGES	NIL	04	01	03	NIL	NIL	30 days
4	Other sources (if any)	00	03	02	01	NIL	NIL	30 days
5	GRAND TOTAL	09	134	99	44	NIL	NIL	

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	05	88	71	22
2	MAY 2023	22	99	111	10
3	June 2023	05	119	106	18
4	July 2023	18	115	129	04
5	August 2023	03	113	111	05
6	September 2023	03	136	126	13
7	October 2023	13	140	140	13
8	November 2023	13	110	111	12
9	December 2023	12	199	203	08
10	January 2024	09	153	150	12
11	February 2024	09	181	159	31
12	March 2024	09	134	99	44
	GRAND TOTAL	121	1587	1516	192

*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	2018-19	02	492	483	11
2	2019-20	11	652	580	83
3	2020-21	83	1113	1182	14
4	2021-22	14	1066	1014	66
5	2022-23	66	737	724	18
6	2023-24	18	1453	1417	148
	Grand Total	194	5513	5400	340

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

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