

Investor Charter
Data For the month ending – March 2026.

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	03	04	00	00	21 Days
2	SEBI SCORES	00	01	01	00	00	21 Days
3	STOCK EXCHANGES	00	00	00	00	00	21 Days
4	Other sources (CDSL Audit Application Portal)	00	04	04	00	00	21 Days
5	GRAND TOTAL	01	08	09	00	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 2025	01	24	20	05
2	May 2025	06	09	15	00
3	June 2025	00	31	30	01
4	July 2025	01	14	13	02
5	August 2025	02	10	11	01
6	September 2025	01	01	02	00
7	October 2025	00	05	03	02
8	November 2025	02	08	10	00
9	December 2025	00	03	03	00
10	January 2026	00	19	12	07
11	February 2026	07	14	20	01
12	March 2026	01	08	09	00
	GRAND TOTAL	21	146	148	19

*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
6	2024-2025	14	112	115	13
7	2025-2026	13	146	148	19
	Grand Total	139	1297	1250	158

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

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