

## Annexure C

**Format for Investor Complaints Data to be displayed by Depository Participants on their respective websites**

### Data for October - 2022

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	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	NIL	0	NIL	0	NIL		-
2	SEBI (SCORES)	NIL	5	NIL	5	NIL		7 Working Days
3	Depositories	NIL	15	NIL	15	NIL		7 Working Days
4	Other Sources (if any)	NIL	1	NIL	1	NIL		-
5	<b>Grand Total</b>	-	21	-	21	-		-

### Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	April - 2022	NIL	1	1	NIL
2	May- 2022	NIL	2	2	NIL
3	June – 2022	NIL	5	5	NIL
4	July – 2022	NIL	6	6	NIL
5	August-2022	NIL	3	3	NIL
6	September-2022	NIL	2	2	NIL
7	October – 2022	NIL	2	2	NIL
	<b>Grand Total</b>	-	21	21	NIL

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should include total complaints pending as on the last day of the month, if any.  
 ^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

**Trend of annual disposal of complaints**

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	NIL	30	30	NIL
2	2018-19	NIL	16	16	NIL
3	2019-20	NIL	19	19	NIL
4	2020-21	NIL	31	31	NIL
5	2021-22	NIL	121	121	NIL
	<b>Grand Total</b>	-	217	217	NIL