

DP Complaints received by Stock Brokers for the month of Sep'2024

1. Data for every month ending

| Total DP Complaints Sep'24 | | | | | | | | |
|----------------------------|-------------------------|-------------------------------------|---------------------------|----------------|-----------|-----------------------------------|--------------------------------|------------------------------------|
| Sr. No. | Received from | Carried forward from previous month | Received during the month | Total Received | 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 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 1 | Directly from Investors | 1 | 52 | 53 | 51 | 2 | 0 | 2 Working Days |
| 2 | SEBI (SCORES) | | | | | | | |
| 3 | Depositories | 1 | 11 | 12 | 11 | 1 | 0 | 2 Working Days |
| 4 | Other Sources (if any) | | | | | | | |
| 5 | Grand Total | 2 | 63 | 65 | 62 | 3 | 0 | 2 Working Days |

*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

2. Trend of monthly disposal of complaints

| FY 24-25 (Total DP Complaints) | | | | | |
|--------------------------------|--------|---|----------|-----------|-----------|
| Sr. No. | Month | Carried forward from the previous Month | Received | Resolved* | Pending** |
| 1 | Apr'24 | 8 | 104 | 111 | 1 |
| 2 | May-24 | 1 | 58 | 58 | 1 |
| 3 | Jun-24 | 1 | 63 | 49 | 15 |
| 4 | Jul-24 | 15 | 133 | 142 | 6 |
| 5 | Aug-24 | 6 | 72 | 76 | 2 |
| 6 | Sep-24 | 2 | 63 | 62 | 3 |
| 7 | Oct'24 | | | | |
| 8 | Nov'24 | | | | |
| 9 | Dec'24 | | | | |
| 10 | Jan'25 | | | | |
| 11 | Feb'25 | | | | |
| 12 | Mar'25 | | | | |

3. Trend of annual disposal of complaints

| Total DP Complaints | | | | | |
|----------------------------|-------------|--|---------------------------------|---------------------------------|--|
| Sr. No. | Year | Carried Forward from previous Month | Received during the year | Resolved during the year | Pending at the end of year (As on Sep'24) |
| 1 | FY17-18 | | | | |
| 2 | FY18-19 | | | | |
| 3 | FY19-20 | | 403 | 400 | 3 |
| 4 | FY20-21 | 3 | 887 | 883 | 7 |
| 5 | FY21-22 | 7 | 865 | 863 | 9 |
| 6 | FY22-23 | 9 | 471 | 476 | 4 |
| 7 | FY 23-24 | 4 | 711 | 707 | 8 |
| 8 | FY 24-25 | 8 | 493 | 498 | 3 |