

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

1. Data for every month ending

Total DP Complaints Mar'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	81	82	76	6	0	2 Working Days
2	SEBI (SCORES)							
3	Depositories	1	12	13	11	2	0	2 Working Days
4	Other Sources (if any)							
5	Grand Total	2	93	95	87	8	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 23-24 (Total DP Complaints)					
Sr. No.	Month	Carried forward from the previous Month	Received	Resolved*	Pending**
1	Apr'23	4	45	47	2
2	May-23	2	58	56	4
3	Jun-23	4	58	47	15
4	Jul-23	15	100	90	25
5	Aug-23	25	86	107	4
6	Sep-23	4	43	42	5
7	Oct'23	5	46	43	8
8	Nov'23	8	47	48	7
9	Dec'23	7	39	37	9
10	Jan'24	9	61	69	1
11	Feb'24	1	35	34	2
12	Mar'24	2	93	87	8

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 Mar'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