

Trading Complaints received by Stock Brokers for the month of Dec'2023

1. Data for every month ending

Total Trading Complaints Dec'23)								
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	83	620	703	639	64	0	2 working days
2	SEBI (SCORES)						0	
3	Stock Exchanges	3	21	24	20	4	0	4 days
4	Other Sources (if any)						0	0
5	Grand Total	86	641	727	659	68	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 Trading Complaints)					
Sr. No.	Month	Carried forward from the previous Month	Received	Resolved*	Pending**
1	Apr'23	59	739	768	30
2	May-23	30	699	638	91
3	Jun-23	91	601	619	73
4	Jul-23	73	521	529	65
5	Aug-23	65	565	589	41
6	Sep-23	41	556	551	46
7	Oct'23	46	581	580	47
8	Nov'23	47	493	454	86
9	Dec'23	86	641	659	68
10	Jan'24				
11	Feb'24				
12	Mar'24				

3. Trend of annual disposal of complaints

Total Trading 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 Dec'23)
1	FY17-18	65	8123	8084	104
2	FY18-19	104	5253	5310	47
3	FY19-20	47	3903	3837	113
4	FY20-21	113	7524	7541	96
5	FY21-22	96	8784	8733	147
6	FY22-23	147	7109	7197	59
7	FY 23-24	59	5396	5387	68