

DP Complaints received by Stock Brokers for the month of May 2022

1. Data for every month ending

Total DP Complaints (May'22)								
Sr.No.	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	2	3	4	5	6	7		8
1	Directly from Investors	14	49	63	55	8	0	2 Working Days
2	SEBI (SCORES)							
3	Depositories	2	4	6	6	0	0	2 Working Days
4	Other Sources (if any)							
5	Grand Total	16	53	69	61	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 22-23 (Total DP Complaints)					
Sr.No.	Month	Carried forward from the previous Month	Received	Resolved*	Pending**
1	Apr-22	9	49	42	16
2	May-22	16	53	61	8
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

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 May'22)
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	102	103	8