# Annexure C

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

# Data for the month AUGUST 2024

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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** | **2** | **3** | **4** | **5** | **6** | **7** | | **8** |
| 1 | Directly from Investors | nil | nil | nil | nil | nil | | nil |
| 2 | SEBI (SCORES) | nil | nil | nil | nil | nil | | nil |
| 3 | Depositories | nil | nil | nil | nil | nil | | nil |
| 4 | Other  Sources (if any) | nil | nil | nil | nil | nil | | nil |
| 5 | **Grand Total** | nil | nil | nil | nil | nil | | nil |

**Trend of monthly disposal of complaints**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SN** | **Month** | **Carried forward from previous month** | **Received** | **Resolved\*** | **Pending\*\*** |
| **1** | **2** | **3** | **4** | **5** | **6** |
| 1 | Sep-2023 | nil | nil | nil | nil |
| 2 | Oct-2023 | nil | nil | nil | nil |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| 11 | Aug-2024 | nil | nil | nil | nil |
|  | **Grand Total** | nil | nil | nil | 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 | 2021-22 | nil | nil | nil | nil |
| 2 | 2022-23 | nil | nil | nil | nil |
| 3 | 2023-24 | nil | nil | nil | nil |
|  | **Grand Total** | nil | nil | nil | nil |