# Annexure C

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

# Data for the month ending - May 2022

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | NA | NA | | NA |
| 2 | SEBI (SCORES) | NIL | NIL | NIL | NA | NA | | NA |
| 3 | Depositories | NIL | NIL | NIL | NA | NA | | NA |
| 4 | Other  Sources (if any) | NIL | NIL | NIL | NA | NA | | NA |
| 5 | **Grand Total** | **NIL** | **NIL** | **NIL** | **NIL** | **NA** | | **NA** |

**Trend of monthly disposal of complaints**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SN** | **Month** | **Carried forward from previous month** | **Received** | **Resolved\*** | **Pending\*\*** |
| **1** | **2** | **3** | **4** | **5** | **6** |
| 1 | Apr-2021 | NIL | NIL | NA | NIL |
| 2 | May-2021 | NIL | NIL | NA | NIL |
| 3 | June-2021 | NIL | NIL | NA | NIL |
| 4 | July-2021 | NIL | NIL | NA | NIL |
| 5 | Aug-2021 | NIL | NIL | NA | NIL |
| 6 | Sept-2021 | NIL | NIL | NA | NIL |
| 7 | Oct-2021 | NIL | NIL | NA | NIL |
| 8 | Nov-2021 | NIL | NIL | NA | NIL |
| 9 | Dec-2021 | NIL | NIL | NA | NIL |
| 10 | Jan-2022 | NIL | NIL | NA | NIL |
| 11 | Feb-2022 | NIL | NIL | NA | NIL |
| 1**2** | Mar-2022 | NIL | NIL | NA | NIL |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1**3** | Apr-2022 | NIL | NIL | NA | NIL |
| 1**4** | May-2022 | NIL | NIL | NA | NIL |
|  | **Grand Total** | **NIL** | **NIL** | **NA** | **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 | 2017-18 | NIL | NIL | NA | NIL |
| 2 | 2018-19 | NIL | NIL | NA | NIL |
| 3 | 2019-20 | NIL | NIL | NA | NIL |
| 4 | 2020-21 | NIL | NIL | NA | NIL |
| 5 | 2021-22 | NIL | NIL | NA | NIL |
| 6 | 2022-23 | NIL | NIL | NIL | NIL |
|  | **Grand Total** | **NIL** | **NIL** | **NIL** | **NIL** |