

Annexure – B

Investor Complaints Data – Stock Broker

Data for the month ending: – March, 2024

S.N.	Received from	Carried forward from previous	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	0	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges	0	11	8	3	0	0	10 Days
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	0	11	8	3	0	0	0

*Inclusive of complaints of previous months resolved in the current month.

**inclusive of total complaints pending as on the last day of the month.

^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 monthly disposal of complaints

S.N.	Month	Carried forward from previous	Received	Resolved*	Pending**
1	2	3	4	5	6
1	March 2023	1	0	1	0
2	April 2023	0	5	4	1
3	May 2023	1	1	2	0
4	Jun 2023	0	8	3	5
5	July 2023	5	2	7	0
6	August-2023	0	5	4	1
7	September-2023	1	2	2	1
8	October-2023	1	3	4	0
9	November-2023	0	3	3	0
10	December-2023	0	3	2	1
11	January -2024	1	8	3	6
12	February-2024	5	8	13	0
13	March-2024	0	11	8	3
	Grand Total	15	59	56	18

Trend of annual disposal of complaints

S.N.	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2016-17	0	0	0	0
2	2017-18	0	0	0	0
3	2018-19	0	1	1	0
4	2019-20	0	0	0	0
5	2020-21	0	3	3	0
6	2021-22	0	3	3	0
7	2022-23	0	59	56	0
	Grand Total	0	66	63	0

