**Annexure-B**

**Format for Investor Complaints Data to be displayed by Stock Brokers on their respective websites**

**Data for every month ending February 2024**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **S****N** | **Receive****d from** | **Carried****forwar d from previou s****month** | **Receive****d during the month** | **Total****Pendin g** | **Resolve****d\*** | **Pending at the****end of the month\*\*** | **Average****Resolution time ^(in days)** |
|  |  |  |  |  |  | **Pendin****g for less than3 month****s** | **Pendin****g for more than3 month****s** |  |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
| 1 | DirectlyfromInvestors | 0 | 0 | 0 | NA | 0 | NA |
| 2 | SEBI(SCORE S) | 0 | 0 | 0 | NA | 0 | NA |
| 3 | StockExchanges | 0 | 0 | 0 | NA | 0 | NA |
| 4 | OtherSources(if any) | 0 | 0 | 0 | NA | 0 | NA |
| 5 | GrandTotal | 0 | 0 | 0 | NA | 0 | 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-2023 | 0 | 0 | NA | 0 |
|  2 | May-2023 | 0 | 0 | NA | 0 |
|  3 | June-2023 | 0 | 0 | NA | 0 |
|  4 | July-2023 | 0 | 0 | NA | 0 |
|  5 | August-2023 | 0 | 0 | NA | 0 |
|  6 | September-2023 | 0 | 0 | NA | 0 |
|  7 | October-2023 | 0 | 0 | NA | 0 |
| 8 | November -2023 | 0 | 0 | NA | 0 |
|  9 | December - 2023 | 0 | 0 | NA | 0 |
|  10 | January - 2024 | 0 | 0 | NA | 0 |
|  |  **Grand Total** | 0 | 0 | NA | 0 |

\*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 |  0 |  2 |  2 |  0 |
| 2 | 2018-19 |  0 |  0 |  0 |  0 |
| 3 | 2019-20 |  0 |  2 |  2 |  0 |
| 4 | 2020-21 |  0 |  2 |  2 |  0 |
| 5 | 2021-22 |  0 |  0 |  0 |  0 |
| 6 | 2022-23 |  0 |  1 |  1 |  0 |
|  7 | 2023-24 |  0 |  0 |  0 |  0 |
|  | **Grand Total** |  0 |  7 |  7 |  0 |