Complaint Data to be displayed by RAs

Annexure-B

Formats for investors complaints data to be disclosed monthly by RAs on their website/mobile application:

Data for the month ending –February 2024



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sr.No. | Receivedfrom | Pendingatthe end of last month | Received | Resolved\* | TotalPending# | Pendingcomplaints>3months | AverageResolution time"(indays) |
| 1 | DirectlyfromInvestors | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI(SCORE S) | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | OtherSources(if any) | 0 | 0 | 0 | 0 | 0 | 0 |
|  | GrandTotal | 0 | 0 | 0 | 0 | 0 | 0 |

A Average Resolution time is the sum total of time taken to resolve each complaint in -

days ,in the current month divided by total number of complaints resolved in the current month.

Trend of monthly disposal of complaints

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sr.No. | Month | Carried forward fromPrevious month | Received | Resolved\* | Pending# |
|  1 | Apr-2023 | 0 | 0 | 0 | 0 |
|  2 | May-2023 | 0 | 0 | 0 | 0 |
|  3 | June-2023 | 0 | 0 | 0 | 0 |
|  4 | July-2023 | 0 | 0 | 0 | 0 |
|  5 | August-2023 | 0 | 0 | 0 | 0 |
|  6 | September-2023 | 0 | 0 | 0 | 0 |
|  7 | October-2023 | 0 | 0 | 0 | 0 |
|  8 | November -2023 | 0 | 0 | 0 | 0 |
|  9  | December - 2023 | 0 | 0 | 0 | 0 |
| 10 | January - 2024 | 0 | 0 | 0 | 0 |
|  | Grand Total | 0 | 0 | 0 | 0 |

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

#Inclusive of complaints pending as on the last day of the month.

Trend of annual disposal of complaints



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SN | Year | Carried forward fromPrevious year | Received | Resolved\* | Pending# |
| 1 | 2018-19 | 0 | 0 | 0 | 0 |
| 2 | 2019-20 | 0 | 0 | 0 | 0 |
| 3 | 2020-21 | 0 | 0 | 0 | 0 |
|  4 | 2021-22 | 0 | 0 | 0 | 0 |
|  5 | 2022-23 | 0 | 0 | 0 | 0 |
|  6 | 2023-24 | 0 | 0 | 0 | 0 |
|  | Grand Total | 0 | 0 | 0 | 0 |

\*Inclusive of complaints of previous years resolved in the current year.

#Inclusive of complaints pending as on the last day of the year.