**Annexure C**

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

**Data for every month ending Resolved**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SN** | **Received from** | **Carried forward from previous month** | **Received during the month** | **Total Pending** |  | **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** |
| 2 | SEBI (SCORES) | **0** | **0** | **0** | **0** | **0** | | **0** |
| 3 | Depositories & Broker | **0** | **0** | **0** | **0** | **0** | | **0** |
| 4 | Other Sources (If any) | **0** | **0** | **0** | **0** | **0** | | **0** |
| 5 | **Grand Total** | **0** | **0** | **0** | **0** | **0** | | **0** |

**Trend of monthly disposal of complaints**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SN** | **Month** | **Carried forward from previous month** | **Received** | **Resolved\*** | **Pending\*\*** |
| **1** | **2** | **3** | **4** | **5** | **6** |
| 1 | April-2022 | **0** | **0** | **0** | **0** |
| 2 | May-2022 | **0** | **0** | **0** | **0** |
| 3 | June-2022 | **0** | **0** | **0** | **0** |
| 4 | July-2022 | **0** | **0** | **0** | **0** |
| 5 | August-2022 | **0** | **0** | **0** | **0** |
| 6 | September-2022 | **0** | **0** | **0** | **0** |
| 7 | Octomber-2022 | **0** | **0** | **0** | **0** |
| 8 | November-2022 | **0** | **0** | **0** | **0** |
| 9 | December-2022 | **0** | **0** | **0** | **0** |
| 10 | January-2023 | **0** | **0** | **0** | **0** |
| 11 | February-2023 | **0** | **0** | **0** | **0** |
| 12 | March-2023 | **0** | **0** | **0** | **0** |
| 13 | April-2023 | **0** | **0** | **0** | **0** |
| 14 | May-2023 | **0** | **0** | **0** | **0** |
| 15 | June-2023 | **0** | **0** | **0** | **0** |
| 16 | July-2023 | **0** | **0** | **0** | **0** |
| 17 | Aug-2023 | **0** | **2** | **2** | **0** |
| 18 | Sept-2023 | **0** | **0** | **0** | **0** |
| 19 | Oct-2023 | **0** | **0** | **0** | **0** |
| 20 | Nov-2023 | **0** | **0** | **0** | **0** |
| 21 | Dec-2023 | **0** | **0** | **0** | **0** |
| 22 | Jan-2024 | **0** | **0** | **0** | **0** |
|  |  |  |  |  |  |
|  | Grand Total |  |  |  |  |

\*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 sum total of time taken to resolve each complaint in the

Current month divide 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** |
|  | 2022-23 | 0  0 | 0  0 | 0 | 0 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  | **Grand Total** |  |  |  |  |