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 –November 2023



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sr.  No  . | Received  from | Pending  atthe end of last month | Received | Resol  ved\* | Total  Pending# | Pending  complaints  >3months | Average  Resolution time"  (indays) |
| 1 | Directly  from  Investors | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI  (SCORE S) | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Other  Sources  (if any) | 0 | 0 | 0 | 0 | 0 | 0 |
|  | Grand  Total | 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 from  Previous 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 |
|  | 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 from  Previous 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.