

**Investor Complaints Data for Broking Arm**

**Data for month ended Oct' 2023**

SN	Received from	Carried forward from previous month	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	NA
2	SEBI (SCORES)	0	0	0	0	0	0	NA
3	Stock Exchanges	0	0	0	0	0	0	NA
4	Other Sources (if any)	0	0	0	0	0	0	NA
5	Grand Total	0	0	0	0	0	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	Jan-23	0	0	0	0
2	Feb-23	0	0	0	0
3	Mar-23	0	0	0	0
4	Apr-23	0	0	0	0
5	May-23	0	0	0	0
6	Jun-23	0	0	0	0
7	Jul-23	0	0	0	0

<b>8</b>	<b>Aug-23</b>	0	0	0	0
<b>9</b>	<b>Sep-23</b>	0	0	0	0
<b>10</b>	<b>Oct-23</b>	0	0	0	0
	<b>Grand Total</b>	0	0	0	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**

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
<b>1</b>	<b>2017-18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>2</b>	<b>2018-19</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>3</b>	<b>2019-20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>4</b>	<b>2020-21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>5</b>	<b>2021-22</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>6</b>	<b>2022-23</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>7</b>	<b>2023-24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

