

## Annexure C

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

### Data for every month ending

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 Investor	NIL	NIL	NIL	NIL	NIL		NIL
2	SEBI (Scores)	NIL	NIL	NIL	NIL	NIL		NIL
3	Depositories	NIL	NIL	NIL	NIL	NIL		NIL
4	Other Source (IF Any)	NIL	NIL	NIL	NIL	NIL		NIL
5	<b>Grand Total</b>	NIL	NIL	NIL	NIL	NIL		NIL

### 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	NIL	NIL	NIL	NIL
2	May - 2022	NIL	NIL	NIL	NIL
3	June - 2022	NIL	NIL	NIL	NIL
4	July - 2022	NIL	NIL	NIL	NIL
5	August 2022	NIL	NIL	NIL	NIL
6	September - 2022	NIL	NIL	NIL	NIL
7	October - 2022	NIL	NIL	NIL	NIL
8	November- 2022	NIL	NIL	NIL	NIL
9	December- 2022	NIL	NIL	NIL	NIL
10	January - 2023				
11	February - 2023				
12	March - 2023				
	<b>Grand Total</b>				

\*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>
1	2017-18	NIL	NIL	NIL	NIL
2	2018-19	NIL	NIL	NIL	NIL
3	2019-20	NIL	NIL	NIL	NIL
4	2020-21	NIL	NIL	NIL	NIL
5	2021-22	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	NIL	NIL	NIL	NIL