

Data of Investor Complaints- Depository CDSL**A: - Data for the month ending- October'2024**

| S.No. | 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 | Directly from Investors | 0 | 0 | 0 | 0 | 0 | 0 | - |
| 2 | SEBI (SCORES) | 0 | 2 | 1 | 1 | 0 | 0 | - |
| 3 | CDSL | 0 | 0 | 0 | 0 | 0 | 0 | - |
| 4 | Scores 2.0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| 5 | E-mail | 0 | 0 | 0 | 0 | 0 | 0 | - |
| 6 | Other Sources | 0 | 0 | 0 | 0 | 0 | 0 | - |
| | GRAND TOTAL | 0 | 2 | 1 | 1 | 0 | 0 | - |

B: - Trend of monthly disposal of complaints.

| S. No. | Month | Carried forward from previous month | Received | Resolved | Pending |
|--------|----------------|-------------------------------------|----------|----------|---------|
| 1 | December'2021 | 0 | 1 | 0 | 1 |
| 2 | January'2022 | 1 | 1 | 2 | 0 |
| 3 | February'2022 | 0 | 1 | 0 | 1 |
| 4 | March'2022 | 1 | 5 | 6 | 0 |
| 5 | April'2022 | 0 | 0 | 0 | 0 |
| 6 | May'2022 | 0 | 1 | 1 | 0 |
| 7 | June'2022 | 0 | 1 | 1 | 0 |
| 8 | July'2022 | 0 | 2 | 2 | 0 |
| 9 | August'2022 | 0 | 0 | 0 | 0 |
| 10 | September'2022 | 0 | 1 | 1 | 0 |
| 11 | October'2022 | 0 | 1 | 1 | 0 |
| 12 | November'2022 | 0 | 0 | 0 | 0 |
| 13 | December'2022 | 0 | 2 | 2 | 0 |
| 14 | January'2023 | 0 | 0 | 0 | 0 |
| 15 | February'2023 | 0 | 1 | 1 | 0 |
| 16 | March'2023 | 0 | 1 | 1 | 0 |
| 17 | April'2023 | 0 | 4 | 3 | 1 |
| 18 | May'2023 | 1 | 2 | 2 | 1 |
| 19 | June'2023 | 1 | 6 | 6 | 1 |
| 20 | July'2023 | 2 | 4 | 2 | 4 |
| 21 | August'2023 | 4 | 2 | 5 | 1 |
| 22 | September'2023 | 0 | 6 | 5 | 1 |
| 23 | October'2023 | 1 | 2 | 3 | 0 |
| 24 | November'2023 | 0 | 2 | 1 | 1 |
| 25 | December'2023 | 1 | 2 | 2 | 1 |
| 26 | January'2024 | 1 | 1 | 2 | 0 |

| | | | | | |
|----|--------------------|-----------|-----------|-----------|-----------|
| 27 | February'2024 | 0 | 5 | 3 | 2 |
| 28 | March'2024 | 2 | 5 | 7 | 0 |
| 29 | April'2024 | 0 | 3 | 3 | 0 |
| 30 | May'2024 | 0 | 7 | 0 | 7 |
| 31 | June'2024 | 7 | 5 | 10 | 2 |
| 32 | July'2024 | 2 | 3 | 2 | 3 |
| 33 | August'2024 | 3 | 3 | 4 | 2 |
| 34 | September'2024 | 2 | 1 | 3 | 0 |
| 35 | October'2024 | 0 | 2 | 1 | 1 |
| | Grand Total | 29 | 83 | 82 | 30 |

C:-Trend of annual disposal of complaints.

| S. No. | Year | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|--------|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1 | 2017-18 | 0 | 19 | 18 | 1 |
| 2 | 2018-19 | 1 | 11 | 12 | 0 |
| 3 | 2019-20 | 0 | 9 | 9 | 0 |
| 4 | 2020-21 | 0 | 14 | 14 | 0 |
| 5 | 2021-22 | 0 | 16 | 16 | 0 |
| 6 | 2022-23 | 0 | 10 | 10 | 0 |
| 7 | 2023-24 | 0 | 41 | 41 | 0 |
| 8 | 2024-25 | 0 | 0 | 0 | 0 |
| | Grand Total | 1 | 122 | 122 | 1 |