

**ANNEX - B**

**Investor's complaints' data of Bonanza Portfolio Limited - Merchant**

**BankerData for every month ending – September 2024**

Sr. No.	Received from	Pending as at the end of last month	Received during particular month	Resolved during particular month*	Total Pending during particular month #	Pending complaints > 1 month	Average Resolution time^ (in days)
1	Directly from Investors	NIL					
2	SEBI (SCORES)						
3	Stock exchanges (if relevant)						
4	Other Sources (if any)						

**Trend of monthly disposal of complaints for the financial year**

Sr. No.	Received from	Carried forward from previous month	Received during particular month	Resolved during particular month*	Pending at the end of particular month
1	September 2024	NIL			

^ 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.

\* 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 (financial year) disposal of complaints (for 5 years on rolling basis):**

Sr. No.	Received from	Carried forward from previous month	Received during particular year	Resolved during particular year	Pending at the end of particular year
1	2019-20	Nil			
2	2020-21				
3	2021-22				
4	2022-23				
5	2023-24				
6	April 2024 to September 2024				