

Annexure C

Format of Complaints against Custodians and DDPs to be displayed on their websites

Data for the month ending- March -2024							
Sr. No.	Received from	Pending at the end of the last month	Received during the month	Resolved during the month	Total pending at the end of month	Complaint pending > 1 month	Average Resolution time (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (Scores)	0	01	01	0	0	01
3	Stock Exchange (if relevant)	0	0	0	0	0	0
4	Other sources (if any)	0	0	0	0	0	0
5	Grand Total	0	01	01	0	0	01

Trend of Monthly disposal of complaints for the Financial Year					
Sr. No.	Month	Carried forward from previous month	Received during the month	Resolved during the month	Pending at the end of the month
1	April-23	0	0	0	0
2	May-23	0	0	0	0
3	June-23	0	0	0	0
4	July-23	0	0	0	0
5	August-23	0	0	0	0
6	September-23	0	0	0	0
7	October -23	0	01	01	0
8	November-23	0	0	0	0
9	December-23	0	0	0	0
10	January-24	0	0	0	0
11	February-24	0	01	01	0
12	March-24	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.

^ 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 Annual (FY) disposal of complaints (For 3 years on rolling basis)					
Sr. No.	Year	Carried Forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2021-22	0	4	4	0
2	2022-23	0	0	0	0
3	2023-24	0	02	02	0

