

Format for investors complaints data to be displayed by Registered Merchant Bankers on their respective websites (for each category, separately as well as collectively)

Data for month ending – Sep, 2024

SN	Received from	Pending as at the end of last month	Received during the particular month	Resolved during the particular month*	Total Pending during the particular month #	Pending complaints > 1 month	Average Resolution time [^] (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (SCORES)	1	4	4	1	0	2
3	Stock Exchanges (if relevant)	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0
5	Grand Total	1	4	4	1	0	

Trend of monthly disposal of complaints (For 5 months on rolling basis)-

SN	Month	Carried forward from previous month	Received during the particular month	Resolved during the particular month *	Pending at the end of the particular month #
1	May, 2024	0	0	0	0
2	Jun, 2024	0	0	0	0
3	Jul, 2024	0	1	0	1
4	Aug, 2024	1	2	2	1
5	Sep, 2024	1	4	4	1

[^] 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 (Calendar year) disposal of complaints (For 5 years on rolling basis)-

SN	Year	Carried forward from previous year	Received during the particular year	Resolved during the particular year	Pending at the end of the particular year
1	2021	NA*	NA*	NA*	NA*
2	2022	01	398	399	0
3	2023	0	14	14	0
4	2024	0	15	14	1
	Grand Total	01	427	427	1

*As per SEBI direction, the Investor Charter displaying process implemented from January 2022.