

Investors Complaints Statistics

Data for the month ending March 31, 2024

Sr 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	68	222	63	227	63	0	9
2	SEBI (SCORES)	0	52	7	45	7	0	5
3	Stock Exchanges	1	20	9	12	9	0	6
4	Other Sources (if any)	6	7	0	13	0	0	7
Grand Total		75	301	79	297	79	0	

Trend of monthly disposal of complaints

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-23	97	199	245	51
2	May-23	51	269	225	95
3	Jun-23	95	252	293	54
4	Jul-23	54	275	234	95
5	Aug-23	95	337	303	129
6	Sep-23	129	277	327	79
7	Oct-23	79	295	316	58
8	Nov-23	58	254	250	62
9	Dec-23	62	323	292	93
10	Jan-24	93	283	310	66
11	Feb-24	66	326	318	75
12	Mar-24	75	301	297	79
Grand Total		954	3391	3410	936

*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

Sr. No.	Carried forward from previous year	Carried forward from previous Year	Received during the year	Resolved during the year	Pending at the end of the year
1	2021-22	62	2768	2801	29
2	2022-23	29	3117	3049	97
3	2023-24	97	2912	2930	79
Grand Total		188	8797	8780	205