

Investors Complaints Statistics

Data for the month ending February 28, 2025

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	3	9	2	10	2	0	8
2	SEBI (SCORES)	6	16	5	17	5	0	6
3	Depository	6	16	1	21	1	0	8
4	Other Sources (if any)	0	0	0	0	0	0	-
Grand Total		15	41	8	48	8	0	

Trend of monthly disposal of complaints

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-24	6	71	65	12
2	May-24	12	97	98	11
3	Jun-24	11	65	71	5
4	Jul-24	5	59	60	4
5	Aug-24	4	85	74	15
6	Sep-24	15	51	63	3
7	Oct-24	3	59	54	8
8	Nov-24	8	42	43	7
9	Dec-24	7	26	32	1
10	Jan-25	1	58	44	15
11	Feb-25	15	41	48	8
Grand Total		87	654	652	89

*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	2020-21	7	415	417	5
2	2021-22	5	636	636	5
3	2022-23	5	408	403	10
4	2023-24	10	515	519	6
5	2024-25	6	607	605	8
Grand Total		33	2581	2580	34