

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	67	282	63	286	63	0	10
2	SEBI (SCORES)	33	159	50	142	50	0	7
3	Stock Exchanges	3	15	1	17	1	0	9
4	Other Sources (if any)	0	1	0	1	0	0	1
Grand Total		103	457	114	446	114	0	

Trend of monthly disposal of complaints

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-24	79	328	334	73
2	May-24	73	343	344	71
3	Jun-24	71	351	352	70
4	Jul-24	70	510	459	120
5	Aug-24	120	534	529	125
6	Sep-24	125	450	468	107
7	Oct-24	107	410	433	84
8	Nov-24	84	406	372	118
9	Dec-24	118	483	484	117
10	Jan-25	117	463	477	103
11	Feb-25	103	457	446	114
Grand Total		1067	4735	4698	1102

*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	2917	2935	79
4	2024-25	79	4100	4065	114
Grand Total		267	12902	12850	319