

**Annexure- B**

**Complaint Data to be displayed by RAs**

**Data for the month ending - May 2024**

| <b>Sr. No .</b> | <b>Received from</b>    | <b>Pending at the end of last month</b> | <b>Received</b> | <b>Resolved</b> | <b>Total Pending#</b> | <b>Pending complaints &gt; 3months</b> | <b>Average Resolution time^ (in days)</b> |
|-----------------|-------------------------|---|-----------------|-----------------|-----------------------|--|---|
| 1               | Directly from Investors | Nil                                     | Nil             | Nil             | Nil                   | Nil                                    | N.A                                       |
| 2               | SEBI (SCORE S)          | Nil                                     | Nil             | Nil             | Nil                   | Nil                                    | N.A                                       |
| 3               | Other Sources (if any)  | Nil                                     | Nil             | Nil             | Nil                   | Nil                                    | N.A                                       |
|                 | <b>Grand Total</b>      | Nil                                     | Nil             | Nil             | Nil                   | Nil                                    | N.A                                       |

^ 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 monthly disposal of complaints**

| <b>Sr. No.</b> | <b>Month</b>  | <b>Carried forward from previous month</b> | <b>Received</b> | <b>Resolved*</b> | <b>Pending#</b> |
|----------------|---------------|--|-----------------|------------------|-----------------|
| 1              | April 2021    | Nil  | Nil             | Nil              | Nil             |
| 2              | May, 2021     | Nil  | Nil             | Nil              | Nil             |
| 3              | June, 2021    | Nil  | Nil             | Nil              | Nil             |
| 4              | July, 2021    | Nil  | Nil             | Nil              | Nil             |
| 5              | August 2021   | Nil  | Nil             | Nil              | Nil             |
| 6.             | Sep, 2021     | Nil  | Nil             | Nil              | Nil             |
| 7.             | Oct 2021      | Nil  | Nil             | Nil              | Nil             |
| 8.             | Nov 2021      | Nil  | Nil             | Nil              | Nil             |
| 9.             | Dec 2021      | Nil  | Nil             | Nil              | Nil             |
| 10.            | Jan 2022      | Nil  | Nil             | Nil              | Nil             |
| 11.            | February 2022 | Nil  | Nil             | Nil              | Nil             |
| 12.            | March 2022    | Nil  | Nil             | Nil              | Nil             |
| 13.            | April 2022    | Nil  | Nil             | Nil              | Nil             |
| 14.            | May 2022      | Nil  | Nil             | Nil              | Nil             |
| 15.            | June 2022     | Nil  | Nil             | Nil              | Nil             |
| 16.            | July 2022     | Nil  | Nil             | Nil              | Nil             |
| 17.            | Aug 2022      | Nil  | Nil             | Nil              | Nil             |
| 18.            | Sep 2022      | Nil  | Nil             | Nil              | Nil             |
| 19.            | Oct 2022      | Nil  | Nil             | Nil              | Nil             |
| 20.            | Nov 2022      | Nil  | Nil             | Nil              | Nil             |
| 21.            | Dec 2022      | Nil  | Nil             | Nil              | Nil             |
| 22.            | Jan 2023      | Nil  | Nil             | Nil              | Nil             |
| 23.            | Feb 2023      | Nil  | Nil             | Nil              | Nil             |
| 24             | March 2023    | Nil  | Nil             | Nil              | Nil             |
| 25.            | April 2023    | Nil  | Nil             | Nil              | Nil             |
| 26.            | May 2023      | Nil  | Nil             | Nil              | Nil             |

|     |             |     |     |     |     |
|-----|-------------|-----|-----|-----|-----|
| 27. | June 2023   | Nil | Nil | Nil | Nil |
| 28. | July 2023   | Nil | Nil | Nil | Nil |
| 29. | Aug2023     | Nil | Nil | Nil | NIL |
| 30. | Sep 2023    | Nil | Nil | Nil | Nil |
| 31. | Oct 2023    | Nil | Nil | Nil | Nil |
| 32. | Nov 2023    | Nil | Nil | Nil | Nil |
| 33. | Dec 2023    | Nil | Nil | Nil | Nil |
| 34. | Jan-2024    | Nil | Nil | Nil | Nil |
| 35. | Feb-2024    | Nil | Nil | Nil | Nil |
| 36. | March-2024  | Nil | Nil | Nil | Nil |
| 37. | April-2024  | Nil | Nil | Nil | Nil |
| 38. | May-2024    | Nil | Nil | Nil | Nil |
|     | Grand Total | Nil | Nil | Nil | Nil |

\*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 disposal of complaints**

| <b>SN</b> | <b>Year</b> | <b>Carried forward from previous year</b> | <b>Received</b> | <b>Resolved*</b> | <b>Pending#</b> |
|-----------|-------------|---|-----------------|------------------|-----------------|
| 1         | 2018-19     | Nil                                       | Nil             | Nil              | N.A             |
| 2         | 2019-20     | Nil                                       | Nil             | Nil              | N.A             |
| 3         | 2020-21     | Nil                                       | Nil             | Nil              | N.A             |
| 4.        | 2021-22     | Nil                                       | Nil             | Nil              | N.A             |
| 5.        | 2022-23     | Nil                                       | Nil             | Nil              | N.A             |
| 6.        | 2023-24     | Nil                                       | Nil             | Nil              | N.A             |
| 7.        | 2024-25     | Nil                                       | Nil             | Nil              | N.A             |

|  |                        |     |     |     |     |
|--|------------------------|-----|-----|-----|-----|
|  | <b>Grand<br/>Total</b> | Nil | Nil | Nil | N.A |
|--|------------------------|-----|-----|-----|-----|

\*Inclusive of complaints of previous years resolved in the current year.

#Inclusive of complaints pending as on the last day of the year.