

**Investor Complaints Data for CDSL ( Depository Participant ) - 45100**

**Data for month ended February'2023**

| SN | 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  | 2                       | 3                                   | 4                         | 5             | 6         | 7                                 |                                | 8                                  |
| 1  | Directly from Investors | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | NA                                 |
| 2  | SEBI (SCORES)           | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | NA                                 |
| 3  | Depositories            | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | NA                                 |
| 4  | Other Sources (if any)  | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | NA                                 |
| 5  | Grand Total             | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | NA                                 |

**Trend of monthly disposal of complaints**

| SN | Month  | Carried forward from previous month | Received | Resolved* | Pending** |
|----|--------|-------------------------------------|----------|-----------|-----------|
| 1  | 2      | 3                                   | 4        | 5         | 6         |
| 1  | Apr-22 | 0                                   | 0        | 0         | 0         |
| 2  | May-22 | 0                                   | 0        | 0         | 0         |
| 3  | Jun-22 | 0                                   | 0        | 0         | 0         |
| 4  | Jul-22 | 0                                   | 0        | 0         | 0         |
| 5  | Aug-22 | 0                                   | 0        | 0         | 0         |
| 6  | Sep-22 | 0                                   | 0        | 0         | 0         |
| 7  | Oct-22 | 0                                   | 0        | 0         | 0         |
| 8  | Nov-22 | 0                                   | 0        | 0         | 0         |
| 9  | Dec-22 | 0                                   | 0        | 0         | 0         |
| 10 | Jan-23 | 0                                   | 0        | 0         | 0         |

|           |                    |   |   |   |   |
|-----------|--------------------|---|---|---|---|
| <b>11</b> | <b>Feb-23</b>      | 0 | 0 | 0 | 0 |
|           | <b>Grand Total</b> | 0 | 0 | 0 | 0 |

\*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**

| <b>SN</b> | <b>Year</b>        | <b>Carried forward from previous year</b> | <b>Received during the year</b> | <b>Resolved during the year</b> | <b>Pending at the end of the year</b> |
|-----------|--------------------|---|---------------------------------|---------------------------------|---------------------------------------|
| 1         | 2017-18            | 0   | 0                               | 0                               | 0                                     |
| 2         | 2018-19            | 0   | 0                               | 0                               | 0                                     |
| 3         | 2019-20            | 0   | 0                               | 0                               | 0                                     |
| 4         | 2020-21            | 0   | 0                               | 0                               | 0                                     |
| 5         | 2021-22            | 0   | 0                               | 0                               | 0                                     |
| 6         | 2022-23            | 0   | 0                               | 0                               | 0                                     |
|           | <b>Grand Total</b> | 0   | 0                               | 0                               | 0                                     |