## Annexure C

**Investor Complaints Data _CDSL**

**Data for every month ending – October 2026**

| 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 |
| 2 | SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 | | 0 |
| 3 | Depositories | 0 | 1 | 0 | 1 | 0 | | 0 |
| 4 | Other Sources (i fany) | 0 | 0 | 0 | 0 | 0 | | 0 |
| 5 | **Grand Total** | 0 | 1 | 0 | 1 | 0 | | 0 |

**Trend of monthly disposal of complaints**

| SN | Month | Carried forward from previous month | Received | Resolved* | Pending** |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | April – 2024 | 0 | 0 | 0 | 0 |
| 2 | May– 2024 | 0 | 3 | 2 | 1 |
| 3 | June– 2024 | 1 | 1 | 2 | 0 |
| 4 | July -2024 | 0 | 0 | 0 | 0 |
| 5 | August -2024 | 0 | 3 | 3 | 0 |
| 6 | September -2024 | 0 | 1 | 1 | 0 |
| 7 | October -2024 | 0 | 1 | 1 | 0 |
| 8 | November – 2024 | 0 | 1 | 1 | 0 |
| 9 | December – 2024 | 0 | 0 | 0 | 0 |
| 10 | January – 2025 | 0 | 0 | 0 | 0 |
| 11 | February – 2025 | 0 | 1 | 1 | 0 |
| 12 | March – 2025 | 0 | 0 | 0 | 0 |

| | | | | | |
|---|---|---|---|---|---|
| 13 | April – 2025 | 0 | 0 | 0 | 0 |
| 14 | May – 2025 | 0 | 1 | 1 | 0 |
| 15 | June – 2025 | 0 | 0 | 0 | 0 |
| 16 | July – 2025 | 0 | 0 | 0 | 0 |
| 17 | August – 2025 | 0 | 2 | 2 | 0 |
| 18 | September – 2025 | 0 | 2 | 2 | 0 |
| 19 | October – 2025 | 0 | 0 | 0 | 0 |
| 20 | November – 2025 | 0 | 0 | 0 | 0 |
| 21 | December – 2025 | 0 | 0 | 0 | 0 |
| 22 | January – 2026 | 0 | 0 | 0 | 0 |
| 23 | February – 2026 | 0 | 0 | 0 | 0 |
| 24 | March – 2026 | 0 | 0 | 0 | 0 |
| 25 | April – 2026 | 0 | 1 | 1 | 0 |
| 26 | May – 2026 | 0 | 0 | 0 | 0 |
| 27 | June – 2026 | 0 | 1 | 1 | 0 |
| 28 | July – 2026 | 0 | 2 | 2 | 0 |
| 29 | August – 2026 | 0 | 0 | 0 | 0 |
| 30 | September – 2026 | 0 | 0 | 0 | 0 |
| 31 | October – 2026 | 0 | 1 | 1 | 0 |
| | **Grand Total** | 1 | 21 | 21 | 1 |

*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**

| SN | Year | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|---|---|---|---|---|---|
| 1 | 2017-18 | 0 | 0 | 0 | 0 |
| 2 | 2018-19 | 0 | 0 | 0 | 0 |
| 3 | 2019-20 | 0 | 32 | 32 | 0 |
| 4 | 2020-21 | 0 | 6 | 6 | 0 |
| 5 | 2021-22 | 0 | 5 | 5 | 0 |
| 6 | 2022-23 | 0 | 3 | 3 | 0 |
| 7 | 2023-24 | 0 | 6 | 6 | 0 |
| 8 | 2024-25 | 0 | 11 | 11 | 0 |
| 9 | 2025-26 | 0 | 5 | 5 | 0 |
| 10 | 2026-27 | 0 | 5 | 5 | 0 |
| | **Grand Total** | 0 | 73 | 73 | 0 |