

## Annexure C

### Investor Complaints Data \_CDSL

#### Data for every month ending –October 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
2	SEBI (SCORES)	0	0	0	0	0		0
3	Depositories	0	1	0	1	0		0
4	Other Sources (if any)	0	0	0	0	0		0
5	<b>Grand Total</b>	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 - 2022	0	0	0	0
2	May - 2022	0	0	0	0
3	June - 2022	0	0	0	0
4	July - 2022	0	1	1	0
5	August - 2022	0	1	1	0
6	September - 2022	0	0	0	0
7	October - 2022	0	0	0	0
8	November - 2022	0	0	0	0
9	December - 2022	0	0	0	0
10	January – 2023	0	1	1	0
11	February – 2023	0	0	0	0
12	March – 2023	0	0	0	0
13	April – 2023	0	0	0	0

14	May – 2023	0	0	0	0
15	June – 2023	0	1	1	0
16	July – 2023	0	0	0	0
17	August– 2023	0	0	0	0
18	September– 2023	0	1	1	0
19	October– 2023	0	1	0	1
	<b>Grand Total</b>	0	6	5	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	3	2	1
	<b>Grand Total</b>	0	49	48	1