Format for Investor Complaints Data to be displayed by Stock Brokers on their respective websites

<u>**Data for every month ending**</u>

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		NA
2	SEBI (SCORES)	0	0	0	0	0		NA
3	Stock Exchanges	0	0	0	0	0		NA
4	Other Sources (if any)	0	0	0	0	0		NA
5	**Grand Total**	0	0	0	0	0		0

<u>**Trend of monthly disposal of complaints**</u>

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6

1	DEC -2021	0	0	0	0
2	JAN-2022	0	0	0	0
3	FEB-2022	0	0	0	0
4	MAR-2022	0	0	0	0
5	APR-2022	0	0	0	0
6	May-2022	0	2	2	0
7	June-2022	0	1	1	0
8	July-2022	0	0	0	0
9	August 2022	0	0	0	0
10	September 2022	0	0	0	0
11	October 2022	0	0	0	0
12	November 2022	0	0	0	0
13	December 2022	0	0	0	0
14	January-2023	0	0	0	0
15	February 2023	0	0	0	0
16	March 2023	0	0	0	0
17	April 2023	0	0	0	0
18	May 2023	0	1	1	0
19	June2023	0	0	0	0
20	July 2023	0	0	0	0
21	August 2023	0	0	0	0
22	September 2023	0	0	0	0
23	October 2023	0	0	0	0
24	November 2023	0	0	0	0
25	December 2023	0	0	0	0
26	January-2024	0	0	0	0
27	February-2024	0	0	0	0
27	March-2024	0	0	0	0
27	April-2024	0	0	0	0
28	May 2024	0	0	0	0
28	June 2024	0	0	0	0
29	July 2024	0	0	0	0
30	August 2024	0	0	0	0
31	October 2024	0	0	0	0
32	November 2024	0	0	0	0
33	December 2024	0	0	0	0
34	January 2025	0	0	0	0
35	February 2025	0	0	0	0
36	March 2025	0	0	0	0
	Grand Total	0	4	4	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.

<u>Trend of annual disposal of complaints</u>

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2020-21	0	0	0	0
2	2021-22	0	0	0	0
3	2022-23	0	3	3	0
4	2023-24	0	1	1	0
5	2024-25	0	0	0	0
	Grand Total	0	4	4	0