

### Annexure C

**Format for Investor Complaints Data to be displayed by Depository Participants on their respective websites.**

**Data for every month ending August 2025**

| 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 | Nil                                 | Nil                       | Nil           | NA        | Nil                               | Nil                            | 1-7 days                           |
| 2   | SEBI (SCORES)           | Nil                                 | Nil                       | Nil           | NA        | Nil                               | Nil                            | 1-7 days                           |
| 3   | Depositories            | Nil                                 | Nil                       | Nil           | NA        | Nil                               | Nil                            | 1-7 days                           |
| 4   | Other Sources (if any)  | Nil                                 | Nil                       | Nil           | NA        | Nil                               | Nil                            | 1-7 days                           |
| 5   | <b>Grand Total</b>      | Nil                                 | Nil                       | Nil           | NA        | Nil                               | Nil                            | 1-7 days                           |

### **Trend of monthly disposal of complaints**

| SN | Month   | Carried forward from previous month | Received | Resolved* | Pending** |
|----|---------|-------------------------------------|----------|-----------|-----------|
| 1  | 2       | 3                                   | 4        | 5         | 6         |
| 1  | Jun-23  | 0                                   | 0        | 0         | 0         |
| 2  | July-23 | 0                                   | 1        | 1         | 0         |
| 3  | Aug-23  | 0                                   | 1        | 1         | 0         |
| 4  | Sep-23  | 0                                   | 0        | 0         | 0         |
| 5  | Oct-23  | 0                                   | 0        | 0         | 0         |
| 6  | Nov-23  | 0                                   | 0        | 0         | 0         |
| 7  | Dec-23  | 0                                   | 0        | 0         | 0         |
| 8  | Jan-24  | 0                                   | 1        | 1         | 0         |
| 9  | Feb-24  | 0                                   | 0        | 0         | 0         |
| 10 | Mar-24  | 0                                   | 0        | 0         | 0         |
| 11 | Apr-24  | 0                                   | 0        | 0         | 0         |
| 12 | May-24  | 0                                   | 1        | 1         | 0         |
| 13 | June-24 | 0                                   | 0        | 0         | 0         |
| 14 | July-24 | 0                                   | 0        | 0         | 0         |
| 15 | Aug-24  | 0                                   | 1        | 1         | 0         |
| 16 | Sep-24  | 0                                   | 0        | 0         | 0         |
| 17 | Oct-24  | 0                                   | 1        | 1         | 0         |
| 18 | Nov-24  | 0                                   | 0        | 0         | 0         |

|    |         |   |   |   |   |
|----|---------|---|---|---|---|
| 19 | Dec-24  | 0 | 0 | 0 | 0 |
| 20 | Jan-25  | 0 | 0 | 0 | 0 |
| 21 | Feb-25  | 0 | 0 | 0 | 0 |
| 22 | Mar-25  | 0 | 0 | 0 | 0 |
| 23 | Apr-25  | 0 | 0 | 0 | 0 |
| 24 | May-25  | 0 | 0 | 0 | 0 |
| 25 | June-25 | 0 | 0 | 0 | 0 |
| 26 | July-25 | 0 | 0 | 0 | 0 |
| 27 | Aug-25  | 0 | 0 | 0 | 0 |

\*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 complaints resolved in the current month.

| SN | Year      | Carried forward<br>from<br>previous year | Received<br>the year | Resolved<br>the year | Pending |
|----|-----------|------------------------------------------|----------------------|----------------------|---------|
| 1  | 2         | 3                                        | 4                    | 5                    | 6       |
| 1  | 2017-2018 | 0                                        | 0                    | 0                    | 0       |
| 2  | 2018-2019 | 0                                        | 0                    | 0                    | 0       |
| 3  | 2019-2020 | 0                                        | 0                    | 0                    | 0       |
| 4  | 2020-2021 | 0                                        | 0                    | 0                    | 0       |
| 5  | 2021-2022 | 0                                        | 0                    | 0                    | 0       |
| 6  | 2022-2023 | 0                                        | 2                    | 2                    | 0       |
| 7  | 2023-2024 | 0                                        | 3                    | 3                    | 0       |
| 8  | 2024-2025 | 0                                        | 3                    | 3                    | 0       |