

Annexure- B Complaint Data to be displayed by Stock Brokers on their Web site

Investor complaints data to be disclosed by Stock Broker on website on monthly basis: For Feb, 2025

Sr. No.	Received from	Carried Forward from previous month	Received During the Month	Total Pending#	Resolved*	Pending for less than 3 months	Pending for more than 3 months	Average Resolution Time^ (in days)
1	Directly from Investors	5	15	6	14	0	4	7
2	SEBI (Scores)	2	2	3	1	NA	NA	10
3	Stock Exchanges	0	0	0	0	NA	NA	20
4	Other Sources (if any) DP	1	28	5	24	5	NA	2
	Grand Total	8	45	14	39	5	4	1

^Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Trend of monthly disposal of complaints

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#	Average Resolution time^ (in days)
1	April 2024	9	23	28	0	0.93
2	May 2024	7	24	18	0	1.33
3	June 2024	10	16	17	2	1.53
4	July 2024	8	31	31	8	1
5	August 2024	5	46	49	3	0.52
6	Sep 2024	3	34	24	6	0.70
7	Oct 2024	7	38	43	3	0.74
8	Nov 2024	4	27	26	2	1
9	Dec 2024	5	43	32	11	1.25
10	Jan 2025	12	43	48	7	0.85
11	Feb 2025	8	45	39	14	1
12	March 2025					

*Inclusive of complaints of previous months resolved in the current month. #Inclusive of complaints pending as on the last day of the month.

Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Trend of annual disposal of complaints

Sr. No.	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2019-20	0	6	5	1
2	2020-21	1	26	26	1
3	2021-22	1	13	12	2
4	2022-23	1	38	37	3
5	2023-24	7	32	34	7

** Inclusive of complaints of previous years resolved in the current year.

Inclusive of complaints pending as on the last day of the year.