

**Data of Investor Complaints- Depository CDSL****A: - Data for the month ending- May'2025**

| S.No. | 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     | Directly from Investors | 0                                   | 0                         | 0             | 0         | 0                               | 0                              | -                                 |
| 2     | SEBI (SCORES)           | 0                                   | 0                         | 0             | 0         | 0                               | 0                              | 2.75 days                         |
| 3     | CDSL                    | 0                                   | 8                         | 0             | 8         | 0                               | 0                              | -                                 |
| 4     | Scores 2.0              | 0                                   | 8                         | 0             | 8         | 0                               | 0                              | 3 days                            |
| 5     | E-mail                  | 0                                   | 0                         | 0             | 0         | 0                               | 0                              | -                                 |
| 6     | Other Sources           | 0                                   | 0                         | 0             | 0         | 0                               | 0                              | -                                 |
|       | <b>GRAND TOTAL</b>      | <b>0</b>                            | <b>16</b>                 | <b>0</b>      | <b>16</b> | <b>0</b>                        | <b>0</b>                       | <b>-</b>                          |

**B: - Trend of monthly disposal of complaints.**

| S. No. | Month          | Carried forward from previous month | Received | Resolved | Pending |
|--------|----------------|-------------------------------------|----------|----------|---------|
| 1      | December'2021  | 0                                   | 1        | 0        | 1       |
| 2      | January'2022   | 1                                   | 1        | 2        | 0       |
| 3      | February'2022  | 0                                   | 1        | 0        | 1       |
| 4      | March'2022     | 1                                   | 5        | 6        | 0       |
| 5      | April'2022     | 0                                   | 0        | 0        | 0       |
| 6      | May'2022       | 0                                   | 1        | 1        | 0       |
| 7      | June'2022      | 0                                   | 1        | 1        | 0       |
| 8      | July'2022      | 0                                   | 2        | 2        | 0       |
| 9      | August'2022    | 0                                   | 0        | 0        | 0       |
| 10     | September'2022 | 0                                   | 1        | 1        | 0       |
| 11     | October'2022   | 0                                   | 1        | 1        | 0       |
| 12     | November'2022  | 0                                   | 0        | 0        | 0       |
| 13     | December'2022  | 0                                   | 2        | 2        | 0       |
| 14     | January'2023   | 0                                   | 0        | 0        | 0       |
| 15     | February'2023  | 0                                   | 1        | 1        | 0       |
| 16     | March'2023     | 0                                   | 1        | 1        | 0       |
| 17     | April'2023     | 0                                   | 4        | 3        | 1       |
| 18     | May'2023       | 1                                   | 2        | 2        | 1       |
| 19     | June'2023      | 1                                   | 6        | 6        | 1       |
| 20     | July'2023      | 2                                   | 4        | 2        | 4       |
| 21     | August'2023    | 4                                   | 2        | 5        | 1       |
| 22     | September'2023 | 0                                   | 6        | 5        | 1       |
| 23     | October'2023   | 1                                   | 2        | 3        | 0       |
| 24     | November'2023  | 0                                   | 2        | 1        | 1       |
| 25     | December'2023  | 1                                   | 2        | 2        | 1       |
| 26     | January'2024   | 1                                   | 1        | 2        | 0       |

|    |                    |           |            |            |           |
|----|--------------------|-----------|------------|------------|-----------|
| 27 | February'2024      | 0         | 5          | 3          | 2         |
| 28 | March'2024         | 2         | 5          | 7          | 0         |
| 29 | April'2024         | 0         | 3          | 3          | 0         |
| 30 | May'2024           | 0         | 7          | 0          | 7         |
| 31 | June'2024          | 7         | 5          | 10         | 2         |
| 32 | July'2024          | 2         | 3          | 2          | 3         |
| 33 | August'2024        | 3         | 3          | 4          | 2         |
| 34 | September'2024     | 2         | 1          | 3          | 0         |
| 35 | October'2024       | 0         | 2          | 1          | 1         |
| 36 | November'2024      | 1         | 0          | 1          | 0         |
| 37 | December'2024      | 0         | 1          | 0          | 1         |
| 38 | January'2025       | 1         | 2          | 2          | 1         |
| 39 | February'2025      | 1         | 2          | 2          | 1         |
| 40 | March'2025         | 1         | 1          | 2          | 0         |
| 41 | April'2025         | 0         | 0          | 0          | 0         |
| 42 | May'2025           | 0         | 16         | 16         | 0         |
|    | <b>Grand Total</b> | <b>33</b> | <b>105</b> | <b>105</b> | <b>33</b> |

**C:-Trend of annual disposal of complaints.**

| S. No. | Year                   | Carried forward<br>from previous year | Received during the<br>year | Resolved during the<br>year | Pending at the end<br>of the year |
|--------|------------------------|---------------------------------------|-----------------------------|-----------------------------|-----------------------------------|
| 1      | 2017-18                | 0                                     | 19                          | 18                          | 1                                 |
| 2      | 2018-19                | 1                                     | 11                          | 12                          | 0                                 |
| 3      | 2019-20                | 0                                     | 9                           | 9                           | 0                                 |
| 4      | 2020-21                | 0                                     | 14                          | 14                          | 0                                 |
| 5      | 2021-22                | 0                                     | 16                          | 16                          | 0                                 |
| 6      | 2022-23                | 0                                     | 10                          | 10                          | 0                                 |
| 7      | 2023-24                | 0                                     | 41                          | 41                          | 0                                 |
| 8      | 2024-25                | 0                                     | 30                          | 30                          | 0                                 |
| 9      | 2025-26                | 0                                     | -                           | -                           | -                                 |
|        | <b>Grand<br/>Total</b> | <b>1</b>                              | <b>150</b>                  | <b>150</b>                  | <b>1</b>                          |