

**Annexure- B**

**Complaint Data for Portfolio Management Services**

**Data for the month ending – December 31, 2022**

<b>Sr. No.</b>	<b>Received from</b>	<b>Pending at the end of last month</b>	<b>Received</b>	<b>Resolved*</b>	<b>Total Pending#</b>	<b>Pending complaints &gt; 3months</b>	<b>Average Resolution time^ (in days)</b>
1	Directly from Investors	0	2	0	2	0	0
2	SEBI (SCORES)	Nil	Nil	N.A.	Nil	Nil	-
3	Other Sources (if any)	Nil	Nil	N.A.	Nil	Nil	-
	<b>Grand Total</b>	0	2	0	2	Nil	N.A.

^ 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**

<b>Sr. No.</b>	<b>Month</b>	<b>Carried forward from previous month</b>	<b>Received</b>	<b>Resolved*</b>	<b>Pending#</b>
1	April, 2022	Nil	1	Nil	1
2	May, 2022	1	0	1	0
3	June, 2022	0	0	0	0
4	July, 2022	0	0	0	0
5	August, 2022	0	0	0	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	2	2	0	2
	<b>Grand Total</b>	3	3	1	2

\*Inclusive of complaints of previous months resolved in the current month.

#Inclusive of complaints pending as on the last day of the month.

#### Trend of annual disposal of complaints

SN	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2018-19	Nil	Nil	Nil	Nil
2	2019-20	Nil	Nil	Nil	Nil
3	2020-21	Nil	4	4	Nil
4	2022-23	Nil	3	1	2
	<b>Grand Total</b>	Nil	7	5	2

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

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

