

Annexure- B**Complaint Data for Portfolio Management Services****Data for the month ending – April 30, 2023**

Sr. No.	Received from	Pending at the end of last month	Received	Resolved*	Total Pending#	Pending complaints > 3months	Average Resolution time^ (in days)
1	Directly from Investors	0	2	2	0	0	6.5
2	SEBI (SCORES)	0	0	0	0	0	0
3	Other Sources (if any)	0	0	0	0	0	0
	Grand Total	0	2	2	0	0	6.5

^ 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#
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
10	January, 2023	2	1	3	0
11	February 2023	0	0	0	0
12	March 2023	0	0	0	0
13	April 2023	0	2	2	0
	Grand Total	5	6	6	3

*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 from Forward 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	2021-22	Nil	4	4	Nil
5	2022-23	Nil	6	6	Nil
	Grand Total	Nil	14	14	Nil

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

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