

Annexure- B

Complaint Data for Portfolio Management Services

Data for the month ending – October 31, 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	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0
3	Other Sources (if any)	0	0	0	0	0	0
	Grand Total	0	0	0	0	0	0

^ 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 2023	0	2	2	0
2	May 2023	0	0	0	0
3	June 2023	0	0	0	0
4	July 2023	0	1	1	0
5	August 2023	0	0	0	0
6	September 2023	0	0	0	0
7	October 2023	0	0	0	0
	Grand Total	0	3	3	0

*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	2021-22	Nil	4	4	Nil
4	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.