

**Annexure –B**

**Data for every month ending 28<sup>th</sup> Feb 2026**

| SNO | Received from           | Carried forward from previous month | Received during the month | Total Pending | Resolved* | Pending at the end of month**  |                                | Average resolution on 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 2.0)       | 7                                   | 13                        | 16            | 4         | 0                              | 0                              | -                                     |
| 3   | Stock Exchanges         | 0                                   | 0                         | 0             | 0         | 0                              | 0                              | -                                     |
| 4   | Other Sources (if any)  | 1                                   | 1                         | 0             | 2         | 0                              | 0                              | -                                     |
| 5   | <b>Grand Total</b>      | <b>8</b>                            | <b>14</b>                 | <b>16</b>     | <b>6</b>  | <b>0</b>                       | <b>0</b>                       | -                                     |

**Trend of monthly disposal of complaints**

| S NO | Month              | Carried Forward from previous Month | Received  | Resolved* | Pending** |
|------|--------------------|-------------------------------------|-----------|-----------|-----------|
| 1    | April – 2025       | 3                                   | 1         | 3         | 1         |
| 2    | May – 2025         | 1                                   | 1         | 0         | 2         |
| 3    | June – 2025        | 2                                   | 5         | 1         | 6         |
| 4    | July – 2025        | 6                                   | 8         | 6         | 8         |
| 5    | August – 2025      | 8                                   | 5         | 5         | 8         |
| 6    | September – 2025   | 8                                   | 2         | 8         | 2         |
| 7    | October – 2025     | 2                                   | 4         | 4         | 2         |
| 8    | November – 2025    | 2                                   | 0         | 0         | 2         |
| 9    | December – 2025    | 2                                   | 7         | 3         | 6         |
| 10   | January – 2026     | 6                                   | 7         | 5         | 8         |
| 11   | February – 2026    | 8                                   | 14        | 6         | 16        |
| 12   | March – 2026       | 0                                   | 0         | 0         | 0         |
|      | <b>Grand Total</b> | <b>3</b>                            | <b>54</b> | <b>41</b> | <b>16</b> |

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should include total complaints pending as on the last day of the month, if any.

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



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**Trend of annual disposal of complaints**

| SN | Year              | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of year |
|----|-------------------|------------------------------------|--------------------------|--------------------------|----------------------------|
| 1  | 2017-18           | 0                                  | 6                        | 6                        | 0                          |
| 2  | 2018-19           | 0                                  | 14                       | 14                       | 0                          |
| 3  | 2019-20           | 0                                  | 7                        | 7                        | 0                          |
| 4  | 2020-21           | 0                                  | 9                        | 9                        | 0                          |
| 5  | 2021-22           | 0                                  | 3                        | 3                        | 0                          |
| 6  | 2022-23           | 0                                  | 7                        | 6                        | 1                          |
| 7  | 2023-24           | 1                                  | 22                       | 8                        | 15                         |
| 8  | 2024-25           | 15                                 | 37                       | 49                       | 3                          |
|    | <b>GrandTotal</b> | <b>16</b>                          | <b>105</b>               | <b>102</b>               | <b>3</b>                   |