

## INVESTOR CHARTER (NSDL & CDSL)

### Complaints Data

Data for the M/o of **31/03/2026**

| SN | 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  | 2                       | 3                                   | 4                         | 5             | 6         | 7                                 |                                | 8                                  |
| 1  | Directly from Investors | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | 0                                  |
| 2  | SEBI (SCORES)           | 0                                   | 1                         | 0             | 1         | 0                                 | 0                              | 0                                  |
| 3  | Depositories            | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | 0                                  |
| 4  | Other Sources (if any)  | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | 0                                  |
|    | <b>Grand Total</b>      | <b>0</b>                            | <b>1</b>                  | <b>0</b>      | <b>1</b>  | <b>0</b>                          | <b>0</b>                       | <b>0</b>                           |

#### Trend of monthly disposal of complaints

| SN | Month              | Carried forward from previous month | Received  | Resolved  | Pending  |
|----|--------------------|-------------------------------------|-----------|-----------|----------|
| 1  | April 2025         | 0                                   | 0         | 0         | 0        |
| 2  | May 2025           | 0                                   | 0         | 0         | 0        |
| 3  | June 2025          | 0                                   | 0         | 0         | 0        |
| 4  | July 2025          | 0                                   | 13        | 3         | 10       |
| 5  | August 2025        | 10                                  | 40        | 50        | 0        |
| 6  | September 2025     | 0                                   | 0         | 0         | 0        |
| 7  | October 2025       | 0                                   | 1         | 1         | 0        |
| 8  | November 2025      | 0                                   | 3         | 1         | 2        |
| 9  | December 2025      | 2                                   | 5         | 7         | 0        |
| 10 | January 2026       | 0                                   | 1         | 1         | 0        |
| 11 | February 2026      | 0                                   | 0         | 0         | 0        |
| 12 | March 2026         | 0                                   | 1         | 1         | 0        |
|    | <b>Grand Total</b> | <b>0</b>                            | <b>64</b> | <b>64</b> | <b>0</b> |

#### 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 the year |
|----|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1  | 2019-20            | 0                                  | 05                       | 5                        | 0                              |
| 2  | 2020-21            | 0                                  | 10                       | 10                       | 0                              |
| 3  | 2021-22            | 0                                  | 11                       | 11                       | 0                              |
| 4  | 2022-23            | 0                                  | 3                        | 3                        | 0                              |
| 5  | 2023-24            | 0                                  | 14                       | 14                       | 0                              |
| 6  | 2024-25            | 0                                  | 4                        | 4                        | 0                              |
| 7  | 2025-26            | 0                                  | 64                       | 64                       | 0                              |
|    | <b>Grand Total</b> | <b>0</b>                           | <b>111</b>               | <b>111</b>               | <b>0</b>                       |