

Annexure - B

Complaint Data for Portfolio Management Services

Data for the month ending – March 31, 2024

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

Sr.No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	April 2023	NIL	NIL	NIL	NIL
2	May 2023	NIL	NIL	NIL	NIL
3	June 2023	NIL	NIL	NIL	NIL
4	July 2023	NIL	NIL	NIL	NIL
5	August 2023	NIL	NIL	NIL	NIL
6	September 2023	NIL	NIL	NIL	NIL
7	October 2023	NIL	NIL	NIL	NIL
8	November 2023	NIL	NIL	NIL	NIL
9	December 2023	NIL	NIL	NIL	NIL
10	January 2024	NIL	NIL	NIL	NIL
11	February 2024	NIL	NIL	NIL	NIL
	Grand Total	NIL	NIL	NIL	NIL

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

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

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Complaint Data for Portfolio Management Services

Trend of annual disposal of complaints

Sr.No.	Year	Carried forward from previous month	Received	Resolved*	Pending#
1	2018 - 19	NIL	NIL	NIL	NIL
2	2019 - 20	NIL	NIL	NIL	NIL
3	2020 - 21	NIL	NIL	NIL	NIL
4	2021 - 22	NIL	NIL	NIL	NIL
5	2022 - 23	NIL	1	1	NIL
6	2023 - 24	NIL	NIL	NIL	NIL
	Grand Total	NIL	1	1	NIL

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

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