

Details on Customer Complaints

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Complaints received by Stockbrokers bearing SEBI Registration number- INZ000163138 for the month of August 2023

Data for every month ending – August 2023

Sr.No	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	Directly from Investors	0	18	0	18	0	0	1 Working Day
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges (if relevant)	34	56	20	70	20	0	4 Working Days
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	34	74	20	88	20	0	0

Monthly Trend for disposal of complaints FY 23-24

Sr.No	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	Apr-23	24	66	56	34
2	May-23	34	53	62	25
3	Jun-23	25	61	61	25
3	Jul-23	25	94	85	34
5	Aug-23	34	74	88	20
6	Sep-23	-	-	-	-
7	Oct-23	-	-	-	-
8	Nov-23	-	-	-	-
9	Dec-23	-	-	-	-
10	Jan-24	-	-	-	-
11	Feb-24	-	-	-	-
12	Mar-24	-	-	-	-
	Grand Total	142	348	352	138

*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.

Trend of annual disposal of complaints

Sr.No	Year	Carried forward from previous month of the year	Received during the year	Resolved during the year*	Pending at the end of month (As on August 2023)
1	2019-20	0	0	0	0
2	2020-21	0	0	0	0
3	2021-22	0	1	1	0
4	2022-23	5	507	488	24
5	2023-24	58	348	352	54
	Grand Total	63	856	841	78

Complaints received by Depository Participants bearing SEBI Registration number IN-DP-589-2021 for the month of August 2023.

Data for every month ending – August 2023

Sr.No	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	Directly from Investors	0	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	2	5	0	7	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	2	5	0	7	0	0	0

Trend of Monthly disposal of Complaints (FY 23-24)

Sr.No	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	April 2023	0	2	0	2
2	May 2023	2	4	5	1
3	June 2023	1	5	5	1
3	July 2023	1	6	5	2
5	August 2023	2	5	7	0
6	September 2023	-	-	-	-
7	October 2023	-	-	-	-
8	November 2023	-	-	-	-
9	December 2023	-	-	-	-
10	January 2024	-	-	-	-
11	February 2024	-	-	-	-
12	March 2024	-	-	-	-
	Grand Total	6	22	22	6

*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.

Trend of annual disposal of complaints

Sr.No	Year	Carried forward from previous month	Received during the month	Resolved during the month*	Pending at the end of the year (As on August 2023)
2	2019-10	NA	NA	NA	NA
3	2020-21	NA	NA	NA	NA
4	2021-22	0	0	0	0
5	2022-23	0	5	5	0
6	2023-24	0	16	17	2
	Grand Total	0	21	22	2

*SEBI CDSL Depository Participant Registration was received in the month of May 2021



Complaints received by Research Analyst bearing SEBI Registration number INH000007526 for the month of July 2023.

Data for every month ending – July 2023

Sr.No	Received from	Pending at the end of last month	Received	Resolved*	Total Pending #	Pending complaints > 3 month	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 (FY 23-24)

Sr.No	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	April 2023	0	0	0	0
2	May 2023	0	0	0	0
3	June 2023	0	0	0	0
3	July 2023	0	0	0	0
5	August 2023	0	0	0	0
6	September 2023	-	-	-	-
7	October 2023	-	-	-	-
8	November 2023	-	-	-	-
9	December 2023	-	-	-	-
10	January 2024	-	-	-	-
11	February 2024	-	-	-	-
12	March 2024	-	-	-	-
	Grand Total	0	0	0	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

Sr.No	Year	Carried forward from previous month	Received during the month	Resolved during the month*	Pending at the end of the year (As on July 2023)
1	2019-20	0	0	0	0
2	2020-21	0	0	0	0
3	2021-22	0	0	0	0
4	2022-23	0	0	0	0
5	2023-24	0	0	0	0
	Grand Total	0	0	0	0

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

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

*Research Analyst Registration was taken in January 2020



Complaints received by Merchant Bankers bearing SEBI registration number INM000012485 for the month of July 2023

Data for every month ending – July 2023

Sr.No	Received from	Carried forward from previous month	Received during the month	Resolved during the month*	Pending at the end of month #	Pending complaints > 3 month	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	Stock Exchanges (if relevant)	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0
5	Grand Total	0	0	0	0	0	0

Monthly trend for the financial year – FY 2023-24

Sr.No	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	April 2023	0	0	0	0
2	May 2023	0	0	0	0
3	June 2023	0	0	0	0
3	July 2023	0	0	0	0
5	August 2023	0	0	0	0
6	September 2023	-	-	-	-
7	October 2023	-	-	-	-
8	November 2023	-	-	-	-
9	December 2023	-	-	-	-
10	January 2024	-	-	-	-
11	February 2024	-	-	-	-
12	March 2024	-	-	-	-
	Grand Total	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

* 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

Sr.No	Year	Carried forward from previous month	Received during the month	Resolved during the month*	Pending at the end of the year (As on July 2023)
1	2021	0	0	0	0
2	2022	0	0	0	0
3	2023	0	0	0	0
4	2024	-	-	-	-
5	2025	-	-	-	-
	Grand Total	0	0	0	0