Qode

Customer Complaints

Qode

Data for the month end –

December 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 Investor	O	O	O	O	O	O
2	SEBI (SCORES)	O	O	O	O	O	O
3	Other Sources (if any)	O	O	O	O	O	O
	Grand Total	O	O	O	O	O	O

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

The trend of monthly disposal of complaints.

Sr. No.	Month	Carried forward from the previous month	Received	Resolved*	Pending#
1	June, 2024	O	O	O	O
2	July, 2024	O	O	O	O
3	August, 2024	O	O	O	O
4	September, 2024	O	O	O	O
5	October, 2024	O	O	O	O
6	November, 2024	O	O	O	O
7	December, 2024	O	O	O	O
	Grand Total	O	O	O	O

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

#Inclusive of complaints pending as of the last day of the month.

The trend of annual disposal of complaints

Sr No.	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2022-23	O	O	O	O
2	2023-24	O	O	O	O
3	2024-25	O	O	O	O
	Grand Total	O	O	O	O

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

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