

## **Details on Customer Complaints**

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

## Data for every month ending – March 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	32	0	32	0	0	1 Working Day
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges (if relevant)	5	40	24	21	24	0	4 Working Days
4	Other Sources (if any)	0	0	0	0	0	0	0
5	<b>Grand Total</b>	<b>5</b>	<b>72</b>	<b>24</b>	<b>53</b>	<b>24</b>	<b>0</b>	<b>0</b>

Monthly Trend for disposal of complaints FY 22-23

Sr.No	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	Apr-22	0	3	2	1
2	May-22	1	1	2	0
3	Jun-22	0	12	12	0
3	Jul-22	0	30	30	0
5	Aug-22	0	8	8	0
6	Sep-22	0	19	19	0
7	Oct-22	0	124	106	18
8	Nov-22	18	66	79	5
9	Dec-22	5	17	19	3
10	Jan-23	3	116	97	22
11	Feb-23	22	7	24	5
12	Mar-23	5	72	53	24
	<b>Grand Total</b>	<b>54</b>	<b>475</b>	<b>451</b>	<b>78</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.

**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 March 2023)
1	2018-19	0	0	0	0
2	2019-20	0	0	0	0
3	2020-21	0	0	0	0
4	2021-22	0	1	1	0
5	2022-23	5	507	488	24
	<b>Grand Total</b>	<b>5</b>	<b>508</b>	<b>489</b>	<b>24</b>

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

**Data for every month ending – March 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	0	1	0	1	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	<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 (FY 22-23)**

Sr.No	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	April 2022	0	0	0	0
2	May 2022	0	0	0	0
3	June 2022	0	0	0	0
3	July 2022	0	0	0	0
5	August 2022	0	0	0	0
6	September 2022	0	0	0	0
7	October 2022	0	0	0	0
8	November 2022	0	0	0	0
9	December 2022	0	0	0	0
10	January 2023	0	3	1	2
11	February 2023	2	1	3	0
12	March 2023	0	1	1	0
	<b>Grand Total</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>2</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.

**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 March 2023)
1	2018-19	NA	NA	NA	NA
2	2019-20	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
	<b>Grand Total</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>

\*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 March 2023.**

**Data for every month ending – March 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
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

^ 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 22-23)**

Sr.No	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	April 2022	0	0	0	0
2	May 2022	0	0	0	0
3	June 2022	0	0	0	0
3	July 2022	0	0	0	0
5	August 2022	0	0	0	0
6	September 2022	0	0	0	0
7	October 2022	0	0	0	0
8	November 2022	0	0	0	0
9	December 2022	0	0	0	0
10	January 2023	0	0	0	0
11	February 2023	0	0	0	0
12	March 2023	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* 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 March 2023)
1	2019-20	NA	NA	NA	NA
2	2020-21	0	0	0	0
3	2021-22	0	0	0	0
4	2022-23	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* 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 March 2023**

**Data for every month ending – March 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	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Monthly trend for the financial year – FY 2022-23**

Sr.No	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	April 2022	0	0	0	0
2	May 2022	0	0	0	0
3	June 2022	0	0	0	0
3	July 2022	0	0	0	0
5	August 2022	0	0	0	0
6	September 2022	0	0	0	0
7	October 2022	0	0	0	0
8	November 2022	0	0	0	0
9	December 2022	0	0	0	0
10	January 2023	0	0	0	0
11	February 2023	0	0	0	0
12	March 2023	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

^ 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 March 2023)
1	2021	0	0	0	0
2	2022	0	0	0	0
3	2023	0	0	0	0
4	2024	-	-	-	-
5	2025	-	-	-	-
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>