

Annexure- B

Complaint Data for Portfolio Management Services

A) Data for the month ending – 31 Oct, 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	NIL	NIL	NIL	-
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL	-
3	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL	-
	Grand Total	NIL	NIL	NIL	NIL	NIL	-

^ 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

B) Trend of monthly disposal of complaints

Sr No	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	April 2021	NIL	NIL	NIL	NIL
2	May 2021	NIL	NIL	NIL	NIL
3	Jun 2021	NIL	NIL	NIL	NIL
4	Jul 2021	NIL	NIL	NIL	NIL
5	Aug 2021	NIL	NIL	NIL	NIL
6	Sep 2021	NIL	NIL	NIL	NIL
7	Oct 2021	NIL	NIL	NIL	NIL
8	Nov 2021	NIL	NIL	NIL	NIL
9	Dec 2021	NIL	NIL	NIL	NIL
10	Jan 2022	NIL	NIL	NIL	NIL
11	Feb 2022	NIL	NIL	NIL	NIL

12	Mar 2022	NIL	NIL	NIL	NIL
13	Apr 2022	NIL	NIL	NIL	NIL
14	May 2022	NIL	NIL	NIL	NIL
15	Jun 2022	NIL	NIL	NIL	NIL
16	Jul 2022	NIL	NIL	NIL	NIL
17	Aug 2022	NIL	NIL	NIL	NIL
18	Sep 2022	NIL	NIL	NIL	NIL
19	Oct 2022	NIL	NIL	NIL	NIL
20	Nov 2022	NIL	NIL	NIL	NIL
21	Dec 2022	NIL	NIL	NIL	NIL
22	Jan 2023	NIL	NIL	NIL	NIL
23	Feb 2023	NIL	NIL	NIL	NIL
24	Mar 2023	NIL	NIL	NIL	NIL
25	Apr 2023	NIL	NIL	NIL	NIL
26	May 2023	NIL	NIL	NIL	NIL
27	Jun 2023	NIL	NIL	NIL	NIL
28	Jul 2023	NIL	NIL	NIL	NIL
29	Aug 2023	NIL	NIL	NIL	NIL
30	Sep 2023	NIL	NIL	NIL	NIL
31	Oct 2023	NIL	NIL	NIL	NIL
32	Nov 2023	NIL	NIL	NIL	NIL
33	Dec 2023	NIL	NIL	NIL	NIL
34	Jan 2024	NIL	NIL	NIL	NIL
35	Feb 2024	NIL	NIL	NIL	NIL
36	Mar 2024	NIL	NIL	NIL	NIL
37	Apr 2024	NIL	NIL	NIL	NIL
38	May 2024	NIL	NIL	NIL	NIL
39	Jun 2024	NIL	NIL	NIL	NIL
40	Jul 2024	NIL	NIL	NIL	NIL
41	Aug 2024	NIL	NIL	NIL	NIL
42	Sep 2024	NIL	NIL	NIL	NIL
43	Oct 2024	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.

C) Trend of annual disposal of complaints

Sr No	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2016-17	NIL	NIL	NIL	NIL
2	2017-18	NIL	NIL	NIL	NIL
3	2018-19	NIL	NIL	NIL	NIL
4	2019-20	NIL	NIL	NIL	NIL
5	2020-21	NIL	NIL	NIL	NIL
6	2021-22	NIL	NIL	NIL	NIL
7	2022-23	NIL	NIL	NIL	NIL
8	2023-24	NIL	NIL	NIL	NIL
9	2024-25	NIL	NIL	NIL	NIL

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

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