

### Complaints – CDSL

#### A. Data for January 2024

S. 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	2	3	4	5	6	7		8
1	Directly from Investors	Nil	Nil	Nil	Nil	Nil	Nil	Nil
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	Nil	Nil
3	Depositories	Nil	Nil	Nil	Nil	Nil	Nil	Nil
4	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	Nil	Nil
5	<b>Grand Total</b>	Nil	Nil	Nil	Nil	Nil	Nil	Nil

#### B. Trend of monthly disposal of complaints for the Financial Year – 2023-24

SN	Month	Carried forward from previous month	Received during the month	Resolved during the month*	Pending at the end of the month**
1	Apr-23	0	1	1	0
2	May-23	0	1	1	0
3	Jun-23	0	0	0	0
4	Jul-23	0	0	0	0
5	Aug-23	0	1	1	0
6	Sep-23	0	0	0	0
7	Oct-23	0	0	0	0
8	Nov-23	0	0	0	0
9	Dec-23	0	0	0	0
10	Jan-24	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>3</b>	<b>3</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.

^ 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.

#### C. Trend of Annual (FY) disposal of complaints

SN	Month	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	0	130	127	3
2	2018-19	3	382	384	1
3	2019-20	1	292	293	0
4	2020-21	0	8	8	0

<b>SN</b>	<b>Month</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
5	2021-22	0	5	5	0
6	2022-23	0	4	4	0
7	2023-24	0	3	3	0
	<b>Grand Total</b>	<b>4</b>	<b>824</b>	<b>824</b>	<b>4</b>