



ANNEXURE- B

Format of Complaints against Custodians and DDPs to be displayed on their websites

A. Data for the Month ending – Oct 2022

S.No	Received from	Pending at the end of the last month	Received during the month	Resolved during the month*	Total Pending at the end of month **	Complaints Pending > 1 month	Average Resolution time^ (in days)
1	Directly from Investors	Nil	Nil	Nil	Nil	Nil	NA
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	NA
3	Stock Exchanges (if relevant)	Nil	Nil	Nil	Nil	Nil	NA
4	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	NA
5	Grand Total	Nil	Nil	Nil	Nil	Nil	NA

B. Trend of Monthly disposal of complaints for the Financial Year-

SN	Month	Carried forward from previous month	Received during the month	Resolved during the month *	Pending at the end of the month **
1	April 2022	Nil	2	2	Nil
2	May 2022	Nil	2	2	Nil
3	June 2022	Nil	5	5	Nil
4	July 2022	Nil	2	2	Nil
5	August 2022	Nil	3	3	Nil
6	Sep 2022	Nil	2	2	Nil
7	October 2022	Nil	0	0	Nil
8	November 2022				
9	December 2022				
10	January 2023				
11	February 2023				
12	March 2023				
	Grand Total	Nil	16	16	Nil

* 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 (For 3 years on rolling basis)-

SNo	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2020-21	Nil	2	2	Nil
2	2021-22	Nil	9	9	Nil
3	2022-23	Nil	16	16	Nil
	Grand Total	Nil	27	27	Nil