



ANNEXURE- B

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

A. Data for the Month ending – **February 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 2021	Nil	2	2	Nil
2	May 2021	Nil	Nil	Nil	Nil
3	June 2021	Nil	Nil	Nil	Nil
4	July 2021	Nil	Nil	Nil	Nil
5	August 2021	Nil	Nil	Nil	Nil
6	September 2021	Nil	1	1	Nil
7	October 2021	Nil	1	1	Nil
8	November 2021	Nil	3	3	Nil
9	December 2021	Nil	2	2	Nil
10	January 2022	Nil	Nil	Nil	Nil
11	February 2022	Nil	Nil	Nil	Nil
12	March 2022				
	Grand Total		9	9	



* 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	2019-20	Nil	2	2	Nil
2	2020-21	Nil	2	2	Nil
3	2021-22	Nil	9	9	Nil
	Grand Total	Nil	13	13	Nil