

Annexure- B

Complaint Data for Portfolio Management Services

Data for the month ending October 31, 2023

Sr.No.	Received from	Pending at the end of last month	Received	Resolved*	Total Pending#	Pending complaints > 3months	Average Resolution time^ (in days)
1	Directly from Investors	Nil	Nil	N.A.	Nil	Nil	-
2	SEBI (SCORES)	Nil	Nil	N.A.	Nil	Nil	-
3	Other Sources (if any)	Nil	Nil	N.A.	Nil	Nil	-
	Grand Total						

^ 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

Sr.No.	Month	Carried forward from previous year	Received	Resolved*	Pending#
1	April, 2022	Nil	Nil	Nil	Nil
2	May, 2022	Nil	Nil	Nil	Nil
3	June, 2022	Nil	Nil	Nil	Nil
4	July, 2022	Nil	Nil	Nil	Nil
5	August, 2022	Nil	Nil	Nil	Nil
6	September, 2022	Nil	Nil	Nil	Nil
7	October, 2022	Nil	Nil	Nil	Nil
8	November, 2022	Nil	Nil	Nil	Nil
9	December, 2022	Nil	Nil	Nil	Nil
10	January, 2023	Nil	Nil	Nil	Nil
11	February, 2023	Nil	Nil	Nil	Nil
12	March, 2023	Nil	Nil	Nil	Nil
13	April, 2023	Nil	Nil	Nil	Nil
14	May, 2023	Nil	Nil	Nil	Nil

15	June,2023	Nil	Nil	Nil	Nil
16	July,2023	Nil	Nil	Nil	Nil
17	August,2023	Nil	Nil	Nil	Nil
18	September,2023	Nil	Nil	Nil	Nil
19	October,2023	Nil	Nil	Nil	Nil
	Grand Total	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

Trend of annual disposal of complaints

Sr.No.	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2018-19	Nil	Nil	Nil	Nil
2	2019-20	Nil	Nil	Nil	Nil
3	2020-21	Nil	Nil	Nil	Nil
4	2021-22	Nil	Nil	Nil	Nil
5	2022-23	Nil	Nil	Nil	Nil
6	2023-24	Nil	Nil	Nil	Nil
	Grand Total	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.