

### Investor Charter

**Data For the month ending – April 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	03	03	05	01	00	21 Days
2	SEBI SCORES	00	00	00	00	00	21 Days
3	STOCK EXCHANGES	00	00	00	00	00	21 Days
4	Other sources (CDSL Audit Application Portal)	00	01	00	01	00	21 Days
5	GRAND TOTAL	03	04	05	02	00	

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.

of monthly disposal of complaints:-

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	APRIL 2024	03	04	05	02
	GRAND TOTAL	03	04	05	02

\*Inclusive of complaints of previous months resolved in the current month.

#Inclusive of complaints pending as on the last day of the month.

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received</b>	<b>Resolved**</b>	<b>Pending##</b>
1	2019-20	0	119	114	5
2	2020-21	5	430	426	9
3	2021-22	9	191	152	48
4	2022-23	48	147	145	50
5	2023-24	50	152	150	14
6	2024-2025	14	04	16	02
	Grand Total	126	1043	1003	128

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

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