

Investor Charter
Data For the month ending –March 2025.

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	00	03	02	01	01	21 Days
2	SEBI SCORES	00	00	00	00	00	21 Days
3	STOCK EXCHANGES	01	00	01	00	00	21 Days
4	Other sources (CDSL Audit Application Portal)	00	00	00	00	00	21 Days
5	GRAND TOTAL	01	03	03	01	01	

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 month	Received	Resolved*	Pending#
1	APRIL 2024	03	04	05	02
2	MAY 2024	02	13	14	02
3	JUNE 2024	02	12	11	03
4	JULY 2024	03	17	19	01
5	AUGUST 2024	01	07	07	01
6	SEPTEMBER 2024	01	13	14	00
7	OCTOBER 2024	00	19	18	01
8	NOVEMBER 2024	01	06	07	00
9	DECEMBER 2024	00	05	05	00
10	JANUARY 2025	00	10	09	01
11	FEBRUARY 2025	01	03	03	01
12	MARCH 2025	01	03	03	01
	GRAND TOTAL	15	112	115	13

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

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

SN	Year	Carried forward from previous year	Received	Resolved**	Pending##
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	112	115	13
	Grand Total	126	1151	1102	139

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

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