

ANNEXURE- C

Data for the Month ending - 31 March 2024

List of NSDL Complaints

| S.No | Received from | Carried Forward from Previous month | Received during the month | Total Pending | Resolved (*) | Pending at the end of month | | Average Resolution time^ (in days) |
|------|-------------------------|-------------------------------------|---------------------------|---------------|--------------|--------------------------------|--------------------------------|------------------------------------|
| | | | | | | Pending for less than 3 Months | Pending for more than 3 Months | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 1 | Directly from Investors | 1 | 3 | 0 | 4 | 0 | 0 | 6.25 |
| 2 | SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Depositories | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 | 0 | |
| 5 | Grand Total | 1 | 3 | 0 | 4 | 0 | 0 | 6.25 |

Trend of Monthly disposal of complaints

| SN | Month | Carried forward from previous month | Received | Resolved (*) | Pending ** |
|----|--------------------|-------------------------------------|----------|--------------|------------|
| 1 | April-23 | 1 | 3 | 4 | 0 |
| 2 | May-23 | 0 | 1 | 1 | 0 |
| 3 | June-23 | 0 | 4 | 2 | 2 |
| 4 | July-23 | 2 | 3 | 5 | 0 |
| 5 | August-23 | 0 | 1 | 1 | 0 |
| 6 | September-23 | 0 | 1 | 1 | 0 |
| 7 | October-23 | 0 | 1 | 1 | 0 |
| 8 | November-23 | 0 | 2 | 2 | 0 |
| 9 | December-23 | 0 | 4 | 4 | 0 |
| 10 | January-24 | 0 | 1 | 1 | 0 |
| 11 | February-24 | 0 | 6 | 5 | 1 |
| 12 | March-24 | 1 | 3 | 4 | 0 |
| | Grand Total | 1 | 30 | 31 | 0 |

Trend of annual disposal of complaints

| SNo | Year | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|-----|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1 | 2017-18 | 0 | 25 | 24 | 1 |
| 2 | 2018-19 | 1 | 15 | 16 | 0 |
| 3 | 2019-20 | 0 | 17 | 17 | 0 |
| 4 | 2020-21 | 0 | 23 | 23 | 0 |
| 5 | 2021-22 | 0 | 27 | 26 | 1 |
| 6 | 2022-23 | 1 | 36 | 36 | 1 |
| 7 | 2023-24 | 1 | 30 | 31 | 0 |
| | Grand Total | | 173 | 173 | |