

Portfolio Management Services – Investor Complaints (Annexure B)

Date of Month Ending: April 2024

SN	Received from	Pending at end of Last month	Received	Resolved*	Total Pending	Pending Complaints > 3 Months	Average Resolution time ^ (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0
	Grand Total	0	0	0	0	0	0

^ Average Resolution time is the sum 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

SN	Month	Carried forward from Previous Month	Received	Resolved *	Pending #
1	April 2024	0	0	0	0
2	May 2024				
3	June 2024				
4	July 2024				
5	Aug 2024				
6	Sep 2024				
7	Oct 2024				
8	Nov 2024				
9	Dec 2024				
10	Jan 2025				
11	Feb 2025				
12	Mar 2025				
	Grand Total	0	0	0	0

*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 Yearly Disposal of Complaints

SN	Year	Carried forward from Previous Year	Received	Resolved **	Pending ##
1	2020-21	0	3	3	0
2	2021-22	0	1	1	0
3	2022-23	0	5	5	0
4	2023-24	0	0	0	0
5	2024-25	0			
	Grand Total	0	9	9	0

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

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