

## Complaints - Stock Broker

Data for month ending – December 2024

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	Directly from Investors	0	0	0	0	0	0	0
2	SEBI (SCORES)	6	3	3	6	3	0	36
3	Stock Exchanges	0	0	0	0	0	0	0
4	Other Sources (if any)	0	1	1	0	1	0	0
Grand Total		6	4	4	6	4	0	36

## Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-24	2	6	6	2
2	May-24	2	11	5	8
3	Jun-24	8	6	9	6
4	Jul-24	6	4	6	4
5	Aug-24	4	13	12	5
6	Sep-24	5	5	6	4
7	Octt-24	4	6	5	5
8	Nov-24	5	7	6	6
9	Dec-24	6	4	6	4
	Grand Total	42	62	61	44

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should include total complaints pending as on the last day of the month, if any.

^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

## Trend of annual disposal of complaints

SN	Year	Carried forward from previous Year	Received during the year	Resolved during the year	Pending at the end of the year
1	2021-22	3	34	36	1
2	2022-23	1	122	122	1
3	2023-24	1	79	80	1
3	2024-25	1	62	61	6
	#s	6	297	299	9

# Count of complaints for F.Y. 2024-25 till current month - December 2024