

Portfolio Management Services – Investor Complaints (Annexure B)

Date of Month Ending: December 2022

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 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

SN	Month	Carried forward from Previous Month	Received	Resolved *	Pending #
1	April 2022	0	1	0	1
2	May 2022	1	1	0	2
3	June 2022	2	1	1	2
4	July 2022	2	0	1	1
5	Aug 2022	1	1	1	1
6	Sep 2022	1	0	1	0
7	Oct 2022	0	0	0	0
8	Nov 2022	0	0	0	0
9	Dec 2022	0	0	0	0
10	Jan 2023	NA	NA	NA	NA
11	Feb 2023	NA	NA	NA	NA
12	Mar 2023	NA	NA	NA	NA
	Grand Total	7	4	4	7

*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			
	Grand Total	1	4	4	0

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

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