

# Depository Participant

Data for every month ending –**September 2025**

| S:No | 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    | 2                       | 3                                   | 4                         | 5             | 6         |                                   | 7                              | 8                                  |
| 1    | Directly from Investors | 0                                   | 16                        | 0             | 15        | 1                                 | 0                              | 3                                  |
| 2    | SEBI (SCORE S)          | 0                                   | 8                         | 0             | 8         | 0                                 | 0                              | 2                                  |
| 3    | Depository              | 0                                   | 1                         | 0             | 1         | 0                                 | 0                              | 0                                  |
| 4    | Other Sources (if any)  | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | 0                                  |
| 5    | Grand Total             | 0                                   | 25                        | 0             | 24        | 1                                 | 0                              | 5                                  |

Trend of monthly disposal of complaints

| SN | Month           | Carried forward from previous month | Received | Resolved* | Pending** |
|----|-----------------|-------------------------------------|----------|-----------|-----------|
| 1  | 2               | 3                                   | 4        | 5         | 6         |
| 1  | October-2023    | 0                                   | 0        | 0         | 0         |
| 2  | November-2023   | 0                                   | 0        | 0         | 0         |
| 3  | December-2023   | 0                                   | 0        | 0         | 0         |
| 4  | January – 2024  | 0                                   | 0        | 0         | 0         |
| 5  | February – 2024 | 0                                   | 0        | 0         | 0         |
| 6  | March – 2024    | 0                                   | 0        | 0         | 0         |

|    |                  |   |            |            |          |
|----|------------------|---|------------|------------|----------|
| 7  | April – 2024     | 0 | 0          | 0          | 0        |
| 8  | May – 2024       | 0 | 0          | 0          | 0        |
| 9  | June -2024       | 0 | 0          | 0          | 0        |
| 10 | July – 2024      | 0 | 6          | 6          | 0        |
| 11 | August – 2024    | 0 | 1          | 1          | 0        |
| 12 | September – 2024 | 0 | 5          | 5          | 0        |
| 13 | October – 2024   | 0 | 7          | 7          | 0        |
| 14 | November – 2024  | 0 | 1          | 1          | 0        |
| 15 | December – 2024  | 0 | 10         | 9          | 0        |
| 16 | January – 2025   | 1 | 11         | 7          | 0        |
| 17 | February – 2025  | 5 | 11         | 14         | 0        |
| 18 | March – 2025     | 2 | 7          | 9          | 0        |
| 19 | April -2025      | 0 | 12         | 12         | 0        |
| 20 | May- 2025        | 0 | 11         | 8          | 0        |
| 21 | June- 2025       | 3 | 21         | 24         | 0        |
| 22 | July – 2025      | 0 | 19         | 19         | 0        |
| 23 | August – 2025    | 0 | 20         | 18         | 2        |
| 24 | September – 2025 | 2 | 25         | 26         | 1        |
|    | Grand Total      |   | <b>167</b> | <b>166</b> | <b>1</b> |

\*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  | 2023-24            | 0                                  | 0                        | 0                        | 0                              |
| 2  | 2024-25            | 0                                  | 59                       | 59                       | 0                              |
| 3  | 2025-26            | 0                                  | 108                      | 107                      | 0                              |
|    | <b>Grand Total</b> | <b>0</b>                           | <b>167</b>               | <b>166</b>               | <b>1</b>                       |