

Monthly Status Report for Complaints of September 2024

Complaints received directly:

Complaint against	Pending at the beginning of the month	Received during the month	Resolved during the month	Pending at the end of the month	No. of complaints pending for more than 21 Days
Depository	20	76	82	14	0
DPs	212	591	566	237	3
RTAs/Issuers	6	12	8	10	0
Total	238	679	656	261	3

Complaints referred by SEBI:

Complaint againsts	Grievance pending at beginning of month	Grievance received during the month	Grievance resolved during the month	Grievance pending at the end of month	Grievance pending for more than 21 days
Complaints referred by SEBI against DP	55	134	147	42	0
Complaints referred by SEBI against RTA	0	0	0	0	0
Total	55	134	147	42	0

Nature of Complaints Received:

Nature of Complaints Received with regard to	Pending at the beginning of the month	Received during the month	Resolved during the month	Pending at the end of the month	No. of complaints pending for more than 21 Days
Account Opening Related (I)	9	21	17	13	0
Demat / Remat Related (II)	8	11	10	9	0
Transaction Statement Related (III)	14	19	24	9	0
Improper Service Related (IV)	72	222	214	80	1
Charges Related (V)	16	20	30	6	0
Delivery Instruction Related (DIS) (VI)	12	15	18	9	2
Closure (VII)	32	124	107	49	0
Manipulation / Unauthorised Action (VIII)	26	27	40	13	0
Company / RTA Related (IX)	7	15	16	6	0
Others (X)	97	339	327	109	0
Total	293	813	803	303	3