

Monthly Status Report for Complaints of February 2025

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	3	24	22	5	0
DPs	64	182	198	48	0
RTAs/Issuers	4	0	4	0	0
Total	71	206	224	53	0

Complaints referred by SEBI:

Complaint against	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	49	104	104	49	0
Complaints referred by SEBI against RTA	0	0	0	0	0
Total	49	104	104	49	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)	1	1	2	0	0
Demat / Remat Related (II)	7	6	12	1	0
Transaction Statement Related (III)	4	5	7	2	0
Improper Service Related (IV)	28	67	69	26	0
Charges Related (V)	12	21	22	11	0
Delivery Instruction Related (DIS) (VI)	1	6	3	4	0
Closure (VII)	15	67	65	17	0
Manipulation / Unauthorised Action (VIII)	21	24	35	10	0
Company / RTA Related (IX)	1	0	1	0	0
Others (X)	30	113	112	31	0
Total	120	310	328	102	0