

Monthly Status Report for Complaints of January 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	6	36	39	3	0
DPs	41	180	157	64	0
RTAs/Issuers	2	10	8	4	0
Total	49	226	204	71	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	29	119	99	49	1
Complaints referred by SEBI against RTA	0	0	0	0	0
Total	29	119	99	49	1

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	4	4	1	1
Demat / Remat Related (II)	1	13	7	7	0
Transaction Statement Related (III)	2	8	6	4	0
Improper Service Related (IV)	21	88	81	28	0
Charges Related (V)	6	24	18	12	0
Delivery Instruction Related (DIS) (VI)	2	4	5	1	0
Closure (VII)	11	42	38	15	0
Manipulation / Unauthorised Action (VIII)	13	35	27	21	0
Company / RTA Related (IX)	2	3	4	1	0
Others (X)	19	124	113	30	0
Total	78	345	303	120	1*

* Please note that the complaint was already resolved in the month of January 2025.