

## Monthly Status Report for Complaints of November 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        | 6                                     | 35                        | 35                        | 6                               | 0   |
| DPs               | 86                                    | 200                       | 219                       | 67                              | 0   |
| RTAs/Issuers      | 6                                     | 6                         | 10                        | 2                               | 0   |
| <b>Total</b>      | <b>98</b>                             | <b>241</b>                | <b>264</b>                | <b>75</b>                       | <b>0</b>  |

### 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  | 60                                      | 110                                 | 125                                 | 45                                    | 0                                       |
| Complaints referred by SEBI against RTA | 0                                       | 0                                   | 0                                   | 0                                     | 0                                       |
| <b>Total</b>                            | <b>60</b>                               | <b>110</b>                          | <b>125</b>                          | <b>45</b>                             | <b>0</b>                                |

**Nature of Complaints Received:**

| <b>Nature of Complaints Received with regard to</b> | <b>Pending at the beginning of the month</b> | <b>Received during the month</b> | <b>Resolved during the month</b> | <b>Pending at the end of the month</b> | <b>No. of complaints pending for more than 21 Days</b> |
|---|--|----------------------------------|----------------------------------|--|--|
| Account Opening Related (I)                         | 14   | 5                                | 18                               | 1                                      | 0  |
| Demat / Remat Related (II)                          | 9  | 4                                | 11                               | 2                                      | 0  |
| Transaction Statement Related (III)                 | 3  | 17                               | 13                               | 7                                      | 0  |
| Improper Service Related (IV)                       | 30   | 62                               | 78                               | 14                                     | 0  |
| Charges Related (V)                                 | 9  | 13                               | 16                               | 6                                      | 0  |
| Delivery Instruction Related (DIS) (VI)             | 4  | 10                               | 10                               | 4                                      | 0  |
| Closure (VII)                                       | 19   | 54                               | 52                               | 21                                     | 0  |
| Manipulation / Unauthorised Action (VIII)           | 10   | 20                               | 20                               | 10                                     | 0  |
| Company / RTA Related (IX)                          | 4  | 6                                | 7                                | 3                                      | 0  |
| Others (X)  | 56   | 160                              | 164                              | 52                                     | 0  |
| <b>Total</b>  | <b>158</b>                                   | <b>351</b>                       | <b>389</b>                       | <b>120</b>                             | <b>0</b>   |