



ANNEXURE- B

Format of Complaints against Custodians and DDPs to be displayed on their websites

A. Data for the Month ending – **March 2022**

| S.No | Received from | Pending at the end of the last month | Received during the month | Resolved during the month* | Total Pending at the end of month ** | Complaints Pending > 1 month | Average Resolution time^ (in days) |
|------|-------------------------------|--------------------------------------|---------------------------|----------------------------|--------------------------------------|------------------------------|------------------------------------|
| 1 | Directly from Investors | Nil | Nil | Nil | Nil | Nil | NA |
| 2 | SEBI (SCORES) | Nil | Nil | Nil | Nil | Nil | NA |
| 3 | Stock Exchanges (if relevant) | Nil | Nil | Nil | Nil | Nil | NA |
| 4 | Other Sources (if any) | Nil | Nil | Nil | Nil | Nil | NA |
| 5 | Grand Total | Nil | Nil | Nil | Nil | Nil | NA |

B. Trend of Monthly disposal of complaints for the Financial Year-

| SN | Month | Carried forward from previous month | Received during the month | Resolved during the month * | Pending at the end of the month ** |
|----|----------------|-------------------------------------|---------------------------|-----------------------------|------------------------------------|
| 1 | April 2021 | Nil | 2 | 2 | Nil |
| 2 | May 2021 | Nil | Nil | Nil | Nil |
| 3 | June 2021 | Nil | Nil | Nil | Nil |
| 4 | July 2021 | Nil | Nil | Nil | Nil |
| 5 | August 2021 | Nil | Nil | Nil | Nil |
| 6 | September 2021 | Nil | 1 | 1 | Nil |
| 7 | October 2021 | Nil | 1 | 1 | Nil |
| 8 | November 2021 | Nil | 3 | 3 | Nil |
| 9 | December 2021 | Nil | 2 | 2 | Nil |
| 10 | January 2022 | Nil | Nil | Nil | Nil |
| 11 | February 2022 | Nil | Nil | Nil | Nil |
| 12 | March 2022 | Nil | Nil | Nil | Nil |
| | Grand Total | | 9 | 9 | |



* Inclusive of complaints of previous months resolved in the current month.

** Inclusive of complaints pending as on the last day of the month.

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

C. Trend of Annual (FY) disposal of complaints (For 3 years on rolling basis)-

| SNo | Year | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|-----|-------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1 | 2019-20 | Nil | 2 | 2 | Nil |
| 2 | 2020-21 | Nil | 2 | 2 | Nil |
| 3 | 2021-22 | Nil | 9 | 9 | Nil |
| | Grand Total | Nil | 13 | 13 | Nil |