

Annexure- B

Complaint Data for Portfolio Management Services

Data for the month ending – November 30, 2024

Sr No	Received from	Pending at the end of last month	Received	Resolved*	Total pending	Pending complaints > 3 Months	Average resolution time ^ (in days)
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL	-
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL	-
3	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL	-
	Grand Total	NIL	NIL	NIL	NIL	NIL	-

^ 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

Trend of monthly disposal of complaints

Sr No	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	Apr 2024	NIL	NIL	NIL	NIL
2	May 2024	NIL	NIL	NIL	NIL
3	Jun 2024	NIL	NIL	NIL	NIL
4	Jul 2024	NIL	NIL	NIL	NIL
5	Aug 2024	NIL	NIL	NIL	NIL
6	Sep 2024	NIL	NIL	NIL	NIL
7	Oct 2024	NIL	NIL	NIL	NIL
8	Nov 2024	NIL	NIL	NIL	NIL

*Inclusive of complaints of previous months resolved in the current month. #Inclusive of complaints pending as on the last day of the month.

Trend of annual disposal of complaints

Sr No	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2020-21	NIL	NIL	NIL	NIL
2	2021-22	NIL	NIL	NIL	NIL
3	2022-23	NIL	NIL	NIL	NIL
4	2023-24	NIL	NIL	NIL	NIL

** Inclusive of complaints of previous years resolved in the current year.

Inclusive of complaints pending as on the last day of the year.