

Annexure- B

Complaint Data for Portfolio Management Services

Data for the month ending – December 31, 2021

| 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 | NA | NA | NA | NA | NA | - |

^ 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 | April 2021 | NIL | NIL | NIL | NIL |
| 2 | May 2021 | NIL | NIL | NIL | NIL |
| 3 | Jun 2021 | NIL | NIL | NIL | NIL |
| 4 | Jul 2021 | NIL | NIL | NIL | NIL |
| 5 | Aug 2021 | NIL | NIL | NIL | NIL |
| 6 | Sep 2021 | NIL | NIL | NIL | NIL |
| 7 | Oct 2021 | NIL | NIL | NIL | NIL |
| 8 | Nov 2021 | NIL | NIL | NIL | NIL |
| 9 | Dec 2021 | 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 | 2016-17 | NIL | NIL | NIL | NIL |
| 2 | 2017-18 | NIL | NIL | NIL | NIL |
| 3 | 2018-19 | NIL | NIL | NIL | NIL |
| 4 | 2019-20 | NIL | NIL | NIL | NIL |
| 5 | 2020-21 | 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.