

## Annexure- B

### Complaint Data for Portfolio Management Services

Data for the month ending – Oct 31, 2022

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	-
	<b>Grand Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	-

^ 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
10	Jan 2022	NIL	NIL	NIL	NIL
11	Feb 2022	NIL	NIL	NIL	NIL
12	Mar 2022	NIL	NIL	NIL	NIL
13	Apr 2022	NIL	NIL	NIL	NIL

14	May 2022	NIL	NIL	NIL	NIL
15	Jun 2022	NIL	NIL	NIL	NIL
16	Jul 2022	NIL	NIL	NIL	NIL
17	Aug 2022	NIL	NIL	NIL	NIL
18	Sep 2022	NIL	NIL	NIL	NIL
19	Oct 2022	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**

<b>Sr No</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received</b>	<b>Resolved**</b>	<b>Pending##</b>
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
6	2021-22	NIL	NIL	NIL	NIL
7	2022-23*	NIL	NIL	NIL	NIL

\*For current FY till 31 Oct 2022

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

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