

Annexure- B

Complaint Data for Portfolio Management Services

Data for the month ending – 28 Feb, 2023

| 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 |
| 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 |
| 20 | Nov 2022 | NIL | NIL | NIL | NIL |
| 21 | Dec 2022 | NIL | NIL | NIL | NIL |
| 22 | Jan 2023 | NIL | NIL | NIL | NIL |
| 23 | Feb 2023 | 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 |
| 6 | 2021-22 | NIL | NIL | NIL | NIL |
| 7 | 2022-23* | NIL | NIL | NIL | NIL |

*For current FY till 28 Feb 2023

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

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