

## Portfolio Management Services – Investor Complaints (Annexure B)

**Date of Month Ending: Jan 2025**

SN	Received from	Pending at end of Last month	Received	Resolved*	Total Pending	Pending Complaints > 3 Months	Average Resolution time ^ (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

^ Average Resolution time is the sum 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**

SN	Month	Carried forward from Previous Month	Received	Resolved *	Pending #
1	April 2024	0	0	0	0
2	May 2024	0	0	0	0
3	June 2024	0	0	0	0
4	July 2024	0	0	0	0
5	Aug 2024	0	0	0	0
6	Sep 2024	0	0	0	0
7	Oct 2024	0	0	0	0
8	Nov 2024	0	0	0	0
9	Dec 2024	0	0	0	0
10	Jan 2025	0	0	0	0
11	Feb 2025				
12	Mar 2025				
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*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 Yearly Disposal of Complaints**

SN	Year	Carried forward from Previous Year	Received	Resolved **	Pending ##
1	2020-21	0	3	3	0
2	2021-22	0	1	1	0
3	2022-23	0	5	5	0
4	2023-24	0	0	0	0
5	2024-25	0			
	<b>Grand Total</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>0</b>

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

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