

## Annexure - A

**Data of complaints against the Stock Exchange****Data for the July 2024 month ending**

| Sr. No. | Received from           | Carried forward from previous month | Received during the month | Total Complaints | Resolved during the month* | Pending at the end of the month** |                                | Average Resolution time^ |
|---------|-------------------------|-------------------------------------|---------------------------|------------------|----------------------------|-----------------------------------|--------------------------------|--------------------------|
|         |                         |                                     |                           |                  |                            | Pending for less than 3 months    | Pending for more than 3 months |                          |
| 1       | 2                       | 3                                   | 4                         | 5                | 6                          | 7                                 |                                | 8                        |
| 1       | Directly from Investors | 0                                   | 1                         | 1                | 0                          | 1                                 | 0                              | 0                        |
| 2       | SEBI (SCORES)           | 0                                   | 5                         | 5                | 5                          | 0                                 | 0                              | 0                        |
| 3       | Members                 | 0                                   | 0                         | 0                | 0                          | 0                                 | 0                              | 0                        |
| 4       | Other Sources (if any)  | 0                                   | 0                         | 0                | 0                          | 0                                 | 0                              | 0                        |
|         | <b>Grand Total</b>      | 0                                   | 6                         | 6                | 5                          | 1                                 | 0                              | 0                        |

\*Including complaints of previous months resolved in the current month, if any.

\*\*Including total complaints pending as on the last day of the month, if any.

^ Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

**Month-wise data for the current financial year**

| Sr. No. | Month              | Carried forward from previous month | Received | Resolved | Pending |
|---------|--------------------|-------------------------------------|----------|----------|---------|
| 1       | 2                  | 3                                   | 4        | 5        | 6       |
| 1       | April              | 0                                   | 1        | 0        | 1       |
| 2       | May                | 1                                   | 3        | 3        | 1       |
| 3       | June               | 1                                   | 3        | 4        | 0       |
| 4       | July               | 0                                   | 6        | 5        | 1       |
| 5       | Aug                | 0                                   | 0        | 0        | 0       |
| 6       | Sept               | 0                                   | 0        | 0        | 0       |
| 7       | Oct                | 0                                   | 0        | 0        | 0       |
| 8       | Nov                | 0                                   | 0        | 0        | 0       |
| 9       | Dec                | 0                                   | 0        | 0        | 0       |
| 10      | Jan                | 0                                   | 0        | 0        | 0       |
| 11      | Feb                | 0                                   | 0        | 0        | 0       |
| 12      | Mar                | 0                                   | 0        | 0        | 0       |
|         | <b>Grand Total</b> | 2                                   | 13       | 12       | 3       |

**Year-wise data (for 5 years on rolling basis)**

| Sr. No. | Year               | Carried forward from previous year | Received | Resolved | Pending |
|---------|--------------------|------------------------------------|----------|----------|---------|
| 1       | 2                  | 3                                  | 4        | 5        | 6       |
| 1       | 2020-21            | 0                                  | 2        | 2        | 0       |
| 2       | 2021-22            | 0                                  | 15       | 13       | 2       |
| 3       | 2022-23            | 2                                  | 5        | 7        | 0       |
| 4       | 2023-24            | 0                                  | 5        | 5        | 0       |
| 5       | 2024-25            | 0                                  | 13       | 12       | 1       |
|         | <b>Grand Total</b> | 2                                  | 40       | 39       | 3       |