INVESTORCHARTER-DEPOSITORYPARTICIPANT

AnnexureA

1. **Vision**

TowardsmakingIndianSecuritiesMarket-Transparent,Efficient,&Investorfriendlyby providing safe, reliable, transparent and trusted record keeping platform for investors to hold and transfer securities in dematerialized form.

2. **Mission**

· Toholdsecuritiesofinvestorsindematerialisedformandfacilitateitstransfer,while ensuringsafekeepingofsecuritiesandprotectinginterestofinvestors.

· Toprovidetimelyandaccurateinformationtoinvestorswithregardtotheirholdingand transfer of securities held by them.

· Toprovidethehigheststandardsofinvestoreducation,investorawarenessand timelyservicessoastoenhanceInvestorProtectionandcreateawarenessabout Investor Rights.

3. DetailsofbusinesstransactedbytheDepositoryandDepositoryParticipant(DP)AD epositoryisanorganizationwhichholdssecuritiesofinvestorsinelectronicform. Depositoriesprovideservicestovariousmarketparticipants -Exchanges,Clearing Corporations,DepositoryParticipants(DPs),IssuersandInvestorsinboth primaryaswellassecondarymarkets.Thedepositorycarriesoutitsactivities through itsagentswhichareknownasDepositoryParticipants(DP).Details availableonthe link[https://www.cdslindia.com/DP/dplist.aspx]

4. **DescriptionofservicesprovidedbytheDepositorythrough Depository Participants (DP) to investors**

(1) BasicServices

Sr. no.	BriefabouttheActivity/ Service	ExpectedTimelinesforprocessingby the DP after receipt of proper documents
1.	Dematerializationofsecurities	7days
2.	Rematerializationofsecurities	7days
3.	MutualFundConversion/ Destatementization	5days

Sr. no.	BriefabouttheActivity/ Service	ExpectedTimelinesforprocessing by the DP after receipt of proper documents

4.	Re-conversion /RestatementisationofMutual fund units	7days
5.	Transmissionofsecurities	7days
6.	Registeringpledgerequest	15days
7.	Closureofdemataccount	2 days
8.	SettlementInstruction	For T+1 day settlements, Participants shall accept instructions from the Clients, inphysical form up to 4 p.m. (in case ofelectronicinstructionsupto 6.00 p.m.) on T day for pay-in of securities.For T+0 day settlements, Participants shall accept EPI instructions from the clients, till 11:00 AM on T day. Note:'T'refers'TradeDay

(2) Depositoriesprovidespecialserviceslikepledge,hypothecation,internet Basedservicesetc.inadditiontotheircoreservicesandtheseinclude

Sr. no.	TypeofActivity/Service	BriefabouttheActivity/Service
1.	ValueAddedServices	Depositoriesalsoprovidevalueadded servicessuchas ***a.*** Basic Services DematAccount(BSDA) ***I[inktobe provided bytheParticipants]*** ***b.*** Transpositioncumdematerialization[2] ***[linktobeprovidedby the Participants]c.*** Linkageswith Clearing System ***[linktobeprovidedby theParticipants]d.*** Distributionofcashandnon-cash corporatebenefits(Bonus,Rights,IPOs etc.)
2.	ConsolidatedAccount statement (CAS)	CASis issued10days fromtheendof the month(iftherewereretransactionsinthepreviousmonth) or halfyearly(ifno transactions).
3.	Digitalization of services providedbythedepositories	Depositoriesofferbelow technologysolutionsande-facilitiestotheirdemat accountholdersthroughDPs:

Sr. no.	TypeofActivity/Service	BriefabouttheActivity/Service
		a. E-accountopening[4] [linktobebp. Oronvliindeeindsbtryucthtioen Pasf d r e x e c u t i o n beprovidedbytheParticipants] c. e-DIS/DematGateway[6] [linkto beprovidedbythe d. e-PCaArStifcaicpialitnyts[7] []linkto be provided e. Mbiys cthelela Pnpareorvoitdueicdsibpystahen Prvatristicie p]ansts[8] []ltobe

5. DetailsofGrievanceRedressalMechanism

(1) TheProcessofinvestorgrievanceredressal

1.	Investor Complaint/ Grievances	Investorcanlodgecomplaint/grievance againsttheDepository/DPinthefollowingways: E˙lectronicmode- (i) SCORES2.0(awebbasedcentralizedgrievance redressal system ofSEBI) TwoLevelReviewforcomplaint/grievanceagain s˙tDP˙- First review done by Designated Body -SecondreviewdonebySEBI (ii) Respective Depository's web portal dedicatedforthefilingofcompliantCDSL https://www.cdslindia.com/Footer/grievances.aspx (iii) EmailstodesignatedemailIDsof Depository-complaints@cdslindia.com BOfflinemode:Clickhere The complaints/ grievances lodged directly withtheDepositoryshallberesolvedwithin 21 days.
2.	OnlineDispute Resolution(ODR)platform for online Conciliationand Arbitration	IftheInvestorisnotsatisfiedwiththeresolution providedbyDPorotherMarketParticipants,then the Investor has the option to file the complaint/grievanceonSMARTODRplatformforits resolution through by online conciliation or arbitration. SMARTODR-https://smartodr.in/login

3.	Steps to be followedinODR for Review, Conciliation and Arbitration	· InvestortoapproachMarketParticipantfor redressal of complaint · IfinvestorisnotsatisfiedwithresponseofMarket Participant, he/shecanescalatethe complaint onSEBISCORESportal. · Alternatively,theinvestormayalsofilea complaint on SMARTODR portal for its resolutionthroughonlineconciliation and arbitration. · UponreceiptofcomplaintonSMARTODRportal,the relevantMIIwillreviewthematterandendeavorto resolve the matter between the MarketParticipantandinvestorwithin21days. · Ifthemattercouldnotbeamicablyresolved,thenthe InvestormayrequesttheMIItoreferthemattercaseforconciliation. · Duringtheconciliationprocess,theconciliatorwill endeavorforamicablesettlementofthedispute within21days,whichmaybeextendedwith10 daysbytheconciliator. · Iftheconciliationisunsuccessful,thenthe investormayrequesttoreferthematterforarbitration. · Thearbitrationprocesstobeconcludedby arbitrator(s)within30days,whichisextendable by 30 days.
4	Claimtobefiledby BeneficialOwner:	~~TheBeneficialownerwhosufferedalossduetotheactions~~ ofDepositoryParticipant(“DP”)/CentralDepositoryServices (India) Limited (“CDSL”) needs to file their claim with DP/ CDSLalongwithrelevantdocumentsincludingbutnotlimitedto: • StatementofclaimDetailsofestimatedloss(includingcalculation)andsupportingdocuments FIRCopy (in case of alleged fraud and infidelity ofemployee)Declarationstatingthatsamereliefhasnotbeensoughtbeforeanyother for The hard copy of the claim is to be addressed to the CDSL Legal TeamattheregisteredofficeoftheCompanyandthesoftcopyis tobe submitted to the Email ID -claims@cdslindia.com.
5	Personwith Disabilities(PwDs)or	PersonswithDisabilities(PwDs),maylodge complaints/grievancesagainsttheDepository DepositoryParticipant(DP)throughthefollowing mechanisms: • RespectiveDepository’swebportaldedicatedforthefilingofcompliantEmails todesignatedemailIDsofDepositorypwds@cdslindia.com Investorscan ~~send physical letters to CDSL on our registered office addressorcanconnectwithusthroughourhelplinenumber:02262343748~~

6 **Guidancepertainingtospecialcircumstancesrelatedtomarketactivities:Terminationofthe** Depositoryparticipant

Sr. No.	TypeofspecialcircumstancesTimelinesfortheActivity/Service	
1.	theDepositoriestoterminate participationincaseaparticipantno longermeetstheeligibilitycriteria and/or any other grounds as mentioned in the bye laws like suspensionoftradingmemberbythe Stock Exchanges. Participantsurrendersthe participationbyitsownwish.	Clientwillhavearighttotransferall its securities to any other Participant of its choice without any charges for the transfer within 30 days from the date of intimation by way of letter/email.

7 8 9 **DosandDon'tsforInvestors***[linktobeprovidedbythe theParticipants]*

ResponsibilitiesofInvestors *[linktobeprovidedbyParticipants]*

Rightsofinvestors *[linktobeprovidedbythe Participants9].*

10.CodeofConductforDepositories[linktobeprovidedbytheparticipants]

11CodeofConductforParticipants[linktobeprovidedbytheparticipants]

AnnexureB

INFORMATIONCONTAINEDINLINKSTOTHEINVESTORCHARTER

ThisdocumentcontainsthecontentsinmainChartermappedwiththesamesuper script.

Para4(2)ofInvestorCharter

Point1:ValueAddedServices

a. BasicServicesDematAccount(BSDA)[1]:ThefacilityofBSDAwithlimitedservices foreligibleindividualswasintroducedwiththeobjectiveofachievingwiderfinancialinclusionandto encourage holdingofdemat accounts.AspertheSEBI direction,No AnnualMaintenanceCharges(AMC)shallbelevied,ifthevalueofsecuritiesholdingin theDemat Account (Debtaswellasotherthandebt securities combined) isuptoRs.4 lakhs.ForvalueofsecuritiesholdingsinDematAccount(Debtaswellasotherthan debt securities combined)ismorethanRs4lakhsbutuptoRs10lakhs,AMCnotexceedingRs100ischargeable

b. Transpositioncumdematerialization[2]:Incaseoftransposition-cum

dematerialization,clientcangetsecuritiesdematerializedinthesameaccountif the namesappearingonthecertificatesmatchwiththenamesinwhichtheaccount has beenopenedbutareinadifferentorder.Thesame maybedonebysubmitting thesecuritycertificatesalongwiththeTranspositionFormandDematRequest Form.

c. LinkageswithClearingSystem[3]foractualdeliveryofsecuritiestotheclearing

systemfromthesellingbrokersanddeliveryofsecuritiesfromtheclearingsystemto the buying broker.

Point3:Digitizationofservicesprovidedbythedepositories

a. E-accountopening[4]:Accountopeningthroughdigitalmode,popularlyknownas“On-line Account opening”, wherein investor intending to open the demat accountcanvisitDPwebsite,fillintherequiredinformation,submittherequired documents, conduct video IPV and demat account gets opened without visiting DPs office.

b. Online instructions for execution[5]: internet-enabled services like Speed-e (NSDL) & Easiest (CDSL) empower a demat account holder in managing his/hersecurities‘anytime-anywhere’inanefficientandconvenientmannerand submitinstructionsonlinewithouttheneedtousepaper.Thesefacilitiesallows BeneficialOwner(BO)tosubmittransferinstructionsandpledgeinstructions including margin pledge from their demat account. The instruction FacilitiesarealsoavailableonmobileapplicationsthroughandroidwindowsandIOSplatforms.

c. e-DIS/DematGateway:[6]Investorscangiveinstructionsfortransferofsecurities through e-DIS apart from physical DIS. Here, for on-market transfer of securities,investorsneedtoprovidesettlementnumberalongwiththeISINand quantityofsecuritiesbeingauthorizedfortransfer.Clientshallberequiredto

authorize each e-DIS valid for a single settlement number / settlement date, bywayofOTPandPIN/password,bothgeneratedatDepositoriesend.Necessaryrisk containment measures are being adopted by Depositories in this regard.

d. e-CAS facility[7]: Consolidated Account Statements are available online and couldalsobeaccessedthroughmobileapptofacilitatetheinvestorstoviewtheirholdingsin demat form.

e. Miscellaneousservices[8]:TransactionalertsthroughSMS,e-lockerfacilities,chat botsforinstantaneouslyrespondingtoinvestorqueriesetc.havealsobeendeveloped.

Para5(2)ofInvestorCharter

ComplaintResolutionprocessat Depositories[9]

GRCorder

ComplaintResoluonprocessat Depositories

Clientnot sasfiedwith

ComplaintlodgedwithDP throughelectronicmodeor physicalmode

Noamicable resoluon

PlacebeforeGrievance Redressal Commiee(GRC) -Refer to arbitraon

-Arbitraonin clientsfavour

Clientnot sasfiedwithAppellateaward

Clientnot sasfiedwith Arbitraon award

-RefertoAppellate arbitra on

-awardin clientsfavour



InvestorHelplineDetailsofDepositories

Para7ofInvestorCharter

DosandDon'tsforInvesto[10]r

Guidance

Sl. No.	
1.	AlwaysdealwithaSEBIregisteredDepositoryParticipantfor opening a demat account.
2.	Readallthedocumentscarefullybeforesigningthem.

3.	BeforegrantingPowerofattorneytooperateyourdemataccounttoan intermediarylikeStockBroker,PortfolioManagementServices(PMS)etc., carefullyexaminethescopeandimplicationsofpowersbeinggranted.
4.	Alwaysmakepaymentstoregisteredintermediaryusingbanking channels.Nopaymentshouldbemadeinnameofemployeeofintermediary.
5.	Accept the Delivery Instruction Slip (DIS) book from your DP only (pre printedwithaserialnumberalongwithyourClientID)andkeepitinsafecustody and do not sign or issue blank or partially filled DIS slips. AlwaysmentionthedetailslikeISIN,numberofsecuritiesaccurately.Incaseof anyqueries,pleasecontactyour DPor brokeranditshouldbesignedby all demat account holders. StrikeoutanyblankspaceontheslipandCancellationsorcorrectionsontheDIS should be initialed or signed by all the account holder(s). Donotleaveyourinstructionslipbookwithanyoneelse.DonotsignblankDISasitis equivalent to a bearer cheque.
6.	InformanychangeinyourPersonalInformation(forexampleaddressorBank Accountdetails,email ID,Mobilenumber)linkedtoyourdemataccount in the prescribed format and obtain confirmation of updation in system
7.	MentionyourMobileNumberandemailIDinaccountopeningform toreceiveSMSalertsandregularupdatesdirectlyfromdepository.
8.	Alwaysensurethatthemobilenumberandemail IDlinkedtoyourdemat account are the same as provided at the time of account opening/updation.
9.	Donotsharepasswordofyouronlinetradinganddemataccountwith anyone.

Sl No.	Guidance
10	DonotshareOneTimePassword(OTP)receivedfrombanks,brokers,etc.
11	These are meant to be used by you only. Do not share login credentials of e-facilities provided by the depositoriessuchase-DIS/dematgateway,SPEED-e/easiestetc.

	withanyoneelse.
12	Dematismandatoryforanytransferofsecuritiesof Listedpublic limitedcompanieswithfewexceptions.
13	Ifyouhaveanygrievanceinrespectofyourdemataccount,pleasewrite toDesignatedemailIDsofdepositoriesoryoumaylodgethesamewithSEBI online at https://scores.gov.in/scores/Welcome.html
14	Keeparecordofdocumentssigned,DISissuedandaccount statementsreceived.
15	AsInvestorsyouarerequiredtoverifythetransactionstatementcarefullyforalldebitsan dcreditsinyouraccount.Incaseofanyunauthorized debitorcredit,informtheDPoryourrespectiveDepository.
16	Appointanomineetofacilitateyourheirsinobtainingthesecuritiesinyour demat account, on completion of the necessary procedures.
17	RegisterforDepository'sinternetbasedfacilityordownloadmobileappof the depository to monitor your holdings.
18	Ensurethat,both,yourholdingandtransactionstatementsare receivedperiodicallyasinstructedtoyourDP.Youareentitledto receiveatransactionstatementeverymonthifyouhaveany transactions.
19	Donotfollowherdmentalityforinvestments.Seekexpertandprofessional adviceforyour
investments20Bewareofassured/fix edreturns.	

Para8ofInvestorCharter

Rightsofinvestors[11]

- ReceiveacopyofKYC,copyofaccountopeningdocuments.
- Nominimumbalanceisrequiredtobemaintainedinademataccount.
- Nochargesarepayableforopeningofdemataccounts.
- Ifexecuted,receiveacopyofPowerofAttorney.However,PowerofAttorneyisnota mandatory requirement as per SEBI/Stock Exchanges. You have the rightto revoke any authorization given at any time.
- YoucanopenmorethanonedemataccountinthesamenamewithsingleDP/ multipleDPs.
- Receivestatement of accounts periodically.Incaseofany discrepancies in statements,takeupthesamewiththeDPimmediately.IftheDPdoesnottakeup thematterwiththe Depositories.
- Pledgeand/oranyotherinterestorencumbrancecanbecreatedondemat

holding

s.

respond,

· Righttogivestandinginstructionswithregardtothecreditingofsecuritiesindemat account.

· Investorcanexerciseitsrighttofreeze/defreezehis/herdemataccountorspecific securities/specificquantityofsecuritiesintheaccount,maintainedwiththe DP.

· Incaseofanygrievances,InvestorhasrighttoapproachParticipantorDepository or SEBI for gettingthe same resolved within prescribed timelines. ·Every eligible investorshareholderhasarighttocastitsvoteonvariousresolutionsproposedby the companiesforwhichDepositorieshavedevelopedaninternetbased'e-Voting'platform.

· Receiveinformation about charges and fees.Any charges/tariff agreed upon shall notincrease unlessa noticein writing ofnotless than thirty daysis givento the Investor.

Para9ofInvestorCharter

ResponsibilitiesofInvestors[12]

•DealwithaSEBIregisteredDPforopeningdemataccount,KYCandDepositoryactivities.

• Providecompletedocumentsforaccountopeningand KYC(KnowYourClient).Fill all the required details in Account Opening Form / KYC form in own handwriting and cancel out the blanks.

•Readalldocumentsandconditionsbeingagreedbeforesigningtheaccount opening form.

• Acceptthe Delivery InstructionSlip (DIS)book from DP only (preprintedwith a serial numberalongwithclientID)andkeepitinsafecustodyanddonotsignorissueblankorpartiallyfilledDIS.

•AlwaysmentionthedetailslikeISIN,numberofsecuritiesaccurately.•Inform any change in information linked to demat account and obtain confirmation of updation in the system.

•Regularlyverifybalancesanddematstatementandreconcilewithtrades/ transactions.

•Appointnominee(s)tofacilitateheirsinobtainingthesecuritiesintheirdemat account.

•DonotfallpreytofraudsterssendingemailsandSMSsluringtotradein stocks/ securities promising huge profits.

CodeofConductforDepositories

ADepositoryshall:

- alwaysabidebytheprovisionsoftheAct,DepositoriesAct,1996,anyRulesorRegulati onsframedthereunder,circulars, guidelinesandanyotherdirectionsissuedbytheBoardfromtimetotime.adoptappropr iateduediligencemeasures.
- take effective measures to ensure implementationofproperriskmanagementframeworkandgoodgovernancepractices.takea
- ppropriatemeasurestowardsinvestorprotectionandeducationofinvestors.treatallitsapplica nts/membersinafairandtransparentmanner.promptlyinformtheBoardofviolationsoftheprov
- isionsoftheAct,theDepositoriesAct,1996,rules,regulations,circulars,guidelinesoranyother
- directionsbyanyofitsissuerorissuer'sagent. takeaproactiveandresponsibleattitudetowardssafeguardingtheinterestsofinvestors,integr
- ityofdepository'ssystemsandthesecuritiesmarket.endeavorforintroductionofbestbusines spracticesamongstitselfanditsmembers.actinutmostgoodfaithandshallavoidconflictofint
- erestintheconductofitsfunctions.notindulgeinunfaircompetition,whichislikelytoharmtheint erestsofanyotherDepository,theirparticipantsorinvestorsorislikelytoplacetheminadisadva
- ntageouspositionwhilecompetingfororexecutinganyassignment. segregaterolesandresponsibilitiesofkeymanagementpersonnelwithinthedepositoryinclud
- ing
  - a. Clearlymappinglegalandregulatorydutiestotheconcernedposition
  - b. Definingdelegationofpowerstoeachposition
  - c. Assigningregulatory,riskmanagementandcomplianceaspectstobusines sandsupportteams
- beresponsiblefortheactsoromissionsofitsemployeesinrespectoftconductofit sbusiness.
- monitorthecomplianceoftherulesandregulationsby theparticipantsandshallfurtherensurethattheirconductisinamannerthatwilsa feguardtheinterestof investorsandthe securitiesmarket.

CodeofConductforParticipants

- Aparticipantshallmakealleffortstoprotecttheinterestsofinvestors.Apa
- rticipant shall always endeavour to–
  a.renderthebestpossibleadvicetotheclientshavingregardtotheclient'sneedsandtheenvironmentsandhisownpro fessional skills;
  b.ensurethatallprofessionaldealingsareeffectedinaprompt,effectiveandefficientmanner;c.inquiriesfrominvestorsar eadequatelydealtwith;d.grievancesofinvestorsareredressedwithoutanydelay
  .
- Aparticipantshallmaintainhighstandardsofintegrityinallitsdealingswithitsclientsandotherintermediaries,inthecon duct of its business.
- Aparticipantshallbepromptanddiligentinopeningofabeneficialowneraccount,dispatchofthedematerialisatio nrequestform,rematerialisationrequestformandexecutionofdebitinstructionslipandinalltheotheractivitiesun dertakenbyhimonbehalfofthebeneficialowners.
- Aparticipantshallendeavourtoresolveallthecomplaintsagainstitorinrespectoftheactivitiescarriedoutbyitasquickl yaspossible,andnotlaterthanonemonthofreceipt.
- Aparticipantshallnotincreasecharges/feesfortheservicesrenderedwithoutproperadvancenoticetothebeneficialowners.
- Aparticipantshallnotindulgeinanyunfaircompetition,whichislikelytoharmtheinterestsofotherparticipants orinvestorsorislikelytoplacesuchotherparticipantsinadisadvantageousposition while competing for or executing any assignment.
- Aparticipantshallnotmakeanyexaggeratedstatementwhetheroralorwrittentotheclientseitheraboutitsqualificationsorcapabilitytorendercertain servicesoraboutitsachievementsinregardtoservicesrenderedtootherclients.
- Aparticipantshallnotdivulgetootherclients,pressoranyotherpersonanyinformationaboutitsclientswhich hascometoitsknowledgeexceptwiththeapproval/authorisationoftheclientsorwhenitisrequiredtodisclosetheinfor mationunder therequirementsofanyAct,RulesorRegulations.
- Aparticipantshallco-operatewiththeBoardasandwhenrequired.Aparticipantshallmaintaintherequiredlevelofknowledgeandcompetencyandabidebythepr ovisionsoftheAct,Rules,Regulationsandcircularsanddirectionsissuedbytheboard.Theparticipantshallalsocomplywiththeawardoftheombuds manpassedundertheSecuritiesandExchangeBoardofIndia(Ombudsman)Regulations,2003.
- Aparticipantshallnotmakeanyuntruestatementorsuppressanymaterialfactinanydocuments,reports,papersorinfor mation furnished to the Board.
- Aparticipantshallnotneglectorfailorrefusetosubmittotheboardorotheragencieswithwhichitisregistered, suchbooks,documents,correspondence,andpapersoranyparttherefofasmaybedemanded/requestedfrom timetotime.AparticipantshallensurethattheBoardispromptlyinformedaboutanyaction,legalproceedings,etc.,initiatedagain stitinrespectofmaterialbreachornon-compliancebyit,ofanylaw,Rules,regulations,directionsofthe Boardorofanyotherregulatorybody.
- Aparticipantshallmaintainproperinwardsystemfor alltypesofmailreceivedinall forms.
- Aparticipantshallfollowthemaker–
  Checkerconceptinallofitsactivitiestoensuretheaccuracyofthedataandasamechanismtocheckunauthorisedtrans action.
- Aparticipantshalltakeadequateandnecessarystepstoensurethatcontinuityindataandrecordkeepingismaintainedandtha tthed ataorrecordsarenotlostordestroyed.Itshallalsoensurethatforelectronicrecordsanddata,up-to-datebackupisalwaysavailablewithit.
- Aparticipantshallprovideadequatefreedomandpowerstoitscomplianceofficerfortheeffectivedischargeofhisduties.Aparticipa ntshallensurethatithassatisfactoryinternalcontrolproceduresinplaceaswellasadequatefinancial andoperationalcapabilitieswhichcanbereasonablyexpectedtotakecareofanylossesarisingduetotheft,fraudandotherdishonestacts,profe ssionalmisconductoromissions.
- Aparticipantshallberesponsiblefortheactsoromissionsofitsemployeesandagentsinrespectoftheconductofitsbusiness.
- Aparticipantshallensurethattheseniormanagement,particularlydecisionmakershaveaccesstoallrelevantinform ationaboutthebusinessonatimelybasis.
- Aparticipantshallensurethatgoodcorporatepoliciesandcorporategovernanceareinplace.

AnnexureC

Investor Complaints Data –

DepositoryParticipants

Data for Every Month Ending – March,2023

S.No	Received from	Carried forwardfrom previous month	Received during the month	Total Pending	Resolved*	Pendingatthe end of the month**		Average Resolutiontime^ (indays)
						Pending for less than3 months	Pending for more than3 months	
1	Directly from Investors	0	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	0	0	0	0	0	0
4	Other Sources (ifany)	0	0	0	0	0	0	0
5	Grand Total	0	0	0	0	0	0	0

TrendofMonthlyDisposalof Complaints

S.no	Month	Carriedforward forthepervious month	Received	Resolve	Pending
1	April-2021	0	0	0	0
2	May-2021	0	0	0	0
3	Jun-2021	0	0	0	0
4	Jul-2021	0	0	0	0
5	Aug-2021	0	0	0	0
6	Sept-2021	0	0	0	0
7	Oct-2021	0	0	0	0
8	Nov-2021	0	0	0	0
9	Dec-2021	0	0	0	0
10	Jan-2022	0	0	0	0
11	Feb-2022	0	0	0	0
12	Mar-2022	0	0	0	0
13	Apr-2022	0	0	0	0
14	May-2022	0	0	0	0
15	Jun-2022	0	0	0	0
16	Jul-2022	0	0	0	0
17	Aug-2022	0	0	0	0
18	Sept-2022	0	0	0	0
19	Oct-2022	0	0	0	0
20	Nov-2022	0	0	0	0
21	Dec-2022	0	0	0	0
22	Jan-2023	0	0	0	0
23	Feb-2023	0	0	0	0
24	Mar-2023	0	0	0	0
25	Apr-2023	0	0	0	0
26	May-2023	0	0	0	0

27	Jun-2023	0	0	0	0
28	Jul-2023	0	0	0	0
29	Aug-2023	0	0	0	0
30	Sep-2023	0	0	0	0
31	Oct-2023	0	0	0	0
32	Nov-2023	0	0	0	0
33	Dec-2023	0	0	0	0
34	Jan-2024	0	0	0	0
35	Feb-2024	0	0	0	0
36	Mar-2024	0	0	0	0
37	Apr-2024	0	0	0	0
38	May-2024	0	0	0	0
39	Jun-2024	0	0	0	0
40	Jul-2024	0	0	0	0
41	Aug-2024	0	0	0	0
42	Sep-2024	0	0	0	0
43	Oct-2024	0	0	0	0
44	Nov-2024	0	0	0	0
45	Dec-2024	0	0	0	0
46	Jan-2025	0	0	0	0
47	Feb-2025	0	0	0	0
48	Mar-2025	0	0	0	0
49	Apr-2025	0	0	0	0
50	May-2025	0	0	0	0
51	Jun-2025	0	0	0	0
52	Jul-2025	0	0	0	0
53	Aug-2025	0	0	0	0
54	Sep-2025	0	0	0	0
55	Oct-2025	0	0	0	0
56	Nov-2025	0	0	0	0

57	Dec-2025	0	0	0	0
58	Jan-2026	0	0	0	0
59	Feb-2026	0	0	0	0
60	Mar-2026	0	0	0	0
61	Apr-2026	0	0	0	0
62	May-2026	0	0	0	0

63	Jun-2026	0	0	0	0
64	Jul-2026	0	0	0	0
65	Aug-2026	0	0	0	0
66	Sep-2026	0	0	0	0
67	Oct-2026	0	0	0	0

*Shouldincludecomplaintsofpreviousmonthsresolvedinthecurrentmonth,if any.**Should includetotalcomplaints pendingasonthelastdayof themonth,ifany.^Averageresolution time is thesumtotaloftimetakento resolveeach complaintin the currentmonthdividedby total numberof complaintsresolvedin the currentmonth.

TrendofAnnualdisposalofcomplaints

S.no	Year	Carried forwardfrom previous	Received duringthe year	Resolved duringthe year	Pendingatthe end of theyear
1	2017-18	0	0	0	0
2	2018-19	0	0	0	0
3	2019-20	0	0	0	0
4	2020-21	0	0	0	0
5	2021-22	0	0	0	0
6	2023-24	0	0	0	0
7	2024-25	0	0	0	0
8	2025-26	0	0	0	0
9	GrandTotal	0	0	0	0