

**CDSL**

**Data for month ending March 2024**

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved *	Pending at the end of the month**		Average Resolution time^ (in days)
						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	0	0	0	0		0
2	SEBI (SCORES)	0	0	0	0	0		0
3	Depositories	0	2	0	2	0		7
4	Other Sources (if any)	0	0	0	0	0		0
5	<b>Grand Total</b>	0	2	0	2	0		0

**Trend of monthly disposal of complaints**

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	Apr-23	0	0	0	0
2	May-23	0	1	1	0
3	Jun-23	0	2	2	0
4	Jul-23	0	5	5	0
5	Aug-23	0	5	5	0
6	Sep-23	0	5	5	0
7	Oct-23	0	2	2	0
8	Nov-23	0	3	3	0

9	Dec-23	0	2	2	0
10	Jan-24	0	4	4	0
11	Feb-24	0	2	2	0
12	Mar-24	0	2	2	0
	<b>Grand Total</b>		33	33	

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

\*\*Should include 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.

**Trend of annual disposal of complaints**

SN	Year	Carried forward  from previous year	Received  during the year	Resolved  during the year	Pending at  the end of the year
1	2017-18	1	8	8	1
2	2018-19	1	9	10	0
3	2019-20	0	10	10	0
4	2020-21	0	8	8	0
5	2021-22	0	29	29	0
6	2022-23	0	34	34	0
7	2023-24	0	33	33	0
	<b>Grand Total</b>				