

**COMPLAINT DATA TO BE DISPLAYED BY RAs**

**Formats for investors complaints data to be disclosed monthly by RAs on their website/mobile application:**

Data for the month ending – April \_\_\_\_\_

| Sr. No. | Received from           | Pending at the end of last month | Received | Resolved * | Total Pending # | Pending complaints > 3months | Average Resolution time^ (in days) |
|---------|-------------------------|----------------------------------|----------|------------|-----------------|------------------------------|------------------------------------|
| 1       | Directly from Investors | 0                                | 0        | 0          | 0               | 0                            | 0                                  |
| 2       | SEBI (SCORES)           | 0                                | 0        | 0          | 0               | 0                            | 0                                  |
| 3       | Other Sources (if any)  | 0                                | 0        | 0          | 0               | 0                            | 0                                  |
|         | <b>Grand Total</b>      | 0                                | 0        | 0          | 0               | 0                            | 0                                  |

Number of complaints received during month against the RA due to impersonation by some other entity:

**Note:** *In case of any complaints received against the RA due to impersonation of the RA by some other entity, the RA may adjust the number of such complaints from total number of received/resolved complaints while preparing the above table. Further, RA must close such impersonation related complaints after following the due process as specified by SEBI/RAASB.*

\* Inclusive of complaints of previous months resolved in the current month.

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

^ 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, YYYY        | 0                                   | 0        | 0         | 0        |
| 2       | May, YYYY          | 0                                   | 0        | 0         | 0        |
| 3       | June, YYYY         | 0                                   | 0        | 0         | 0        |
| 4       | July, YYYY         | 0                                   | 0        | 0         | 0        |
| 5       | August, YYYY       | 0                                   | 0        | 0         | 0        |
| 6       | September, YY      | 0                                   | 0        | 0         | 0        |
| 7       | October, YYY       | 0                                   | 0        | 0         | 0        |
| 8       | November YY        | 0                                   | 0        | 0         | 0        |
| 9       | December YY        | 0                                   | 0        | 0         | 0        |
| 10      | January YYY        | 0                                   | 0        | 0         | 0        |
| 11      | February YYY       | 0                                   | 0        | 0         | 0        |
| 12      | March YYY          | 0                                   | 0        | 0         | 0        |
|         | <b>Grand Total</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 annual disposal of complaints**

| Sr. No. | Year               | Carried forward from previous year | Received | Resolved* | Pending# |
|---------|--------------------|------------------------------------|----------|-----------|----------|
| 1       | 2021-22            | N/A                                | N/A      | N/A       | N/A      |
| 2       | 2022-23            | N/A                                | N/A      | N/A       | N/A      |
| 3       | 2023-24            | N/A                                | N/A      | N/A       | N/A      |
| 4       | 2024-25            | N/A                                | N/A      | N/A       | N/A      |
|         | <b>Grand Total</b> | 0                                  | 0        | 0         | 0        |

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

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