

**ANNEXURE - II**

**Format for investors complaints data to be displayed by Registered Merchant Bankers on their respective websites (for each category, separately as well as collectively)**

**Data for month ending – January 2025**

| SN | Received from                 | Pending as at the end of last month | Received during the particular month | Resolved during the particular month* | Total Pending during the particular month # | Pending complaints > 1 month | Average Resolution time <sup>^</sup> (in days) |
|----|-------------------------------|-------------------------------------|--------------------------------------|---------------------------------------|---|------------------------------|--|
| 1  | Directly from Investors       | 0                                   | 0                                    | 0                                     | 0   | 0                            | 0  |
| 2  | SEBI (SCORES)                 | 0                                   | 0                                    | 0                                     | 0   | 0                            | 0  |
| 3  | Stock Exchanges (if relevant) | 0                                   | 0                                    | 0                                     | 0   | 0                            | 0  |
| 4  | Other Sources (if any)        | 0                                   | 0                                    | 0                                     | 0   | 0                            | 0  |
| 5  | <b>Grand Total</b>            | 0                                   | 0                                    | 0                                     | 0   | 0                            | 0  |

**Trend of monthly disposal of complaints (For 5 months on rolling basis)-**

| SN | Month     | Carried forward from month | Received during the particular month | Resolved during the particular month * | Pending at the end of the particular month # |
|----|-----------|----------------------------|--------------------------------------|--|--|
| 1  | May 2025  | 0                          | 0                                    | 0                                      | 0  |
| 2  | June 2025 | 0                          | 0                                    | 0                                      | 0  |
| 3  | Jul 2025  | 0                          | 0                                    | 0                                      | 0  |
| 4  | Aug 2025  | 0                          | 1                                    | 1                                      | 0  |
| 5  | Sep 2025  | 0                          | 0                                    | 0                                      | 0  |
| 6  | Oct 2025  | 0                          | 0                                    | 0                                      | 0  |
| 7  | Nov 2025  | 0                          | 0                                    | 0                                      | 0  |
| 8  | Dec 2025  | 0                          | 2                                    | 2                                      | 0  |
| 7  | Jan 2026  | 0                          | 0                                    | 0                                      | 0  |

<sup>^</sup> 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.

\* 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 (Calendar year) disposal of complaints (For 5 years on rolling basis)-**

| SN | Year               | Carried forward from previous year | Received during the particular year | Resolved during the particular year | Pending at the end of the particular year |
|----|--------------------|------------------------------------|-------------------------------------|-------------------------------------|---|
| 1  | 2022               | 0                                  | 0                                   | 0                                   | 0   |
| 2  | 2023               | 0                                  | 0                                   | 0                                   | 0   |
| 3  | 2024               | 0                                  | 3                                   | 3                                   | 0   |
| 4  | 2025               | 0                                  | 3                                   | 3                                   | 0   |
| 5  | 2026               | 0                                  | 0                                   | 0                                   | 0   |
|    | <b>Grand Total</b> | 0                                  | 6                                   | 6                                   | 0   |