

## Annexure C

### Investor Complaints Data For InvestMentor Securities Limited - DP

#### 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	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	1	1	0
6	2022-23	0	2	2	0
7	2023-24	0	2	2	0
	<b>Grand Total</b>	0	5	5	0

#### Trend of Monthly disposal of complaints

SN	Month	Carried Forward from Previous month	Received	Resolved	Pending
1	2	3	4	5	6
1	December -2021	1	0	1	0
2	January - 2022	0	0	0	0
3	February - 2022	0	0	0	0
4	March -2022	0	0	0	0
5	April - 2022	0	0	0	0
6.	May - 2022	0	0	0	0
7.	June - 2022	0	0	0	0
8.	July – 2022	0	0	0	0
9.	August - 2022	0	0	0	0
10.	September - 2022	0	0	0	0
11.	October- 2022	0	0	0	0
12.	November – 2022	0	2	2	0
13.	December – 2022	0	0	0	0
14.	January – 2023	0	0	0	0
15.	February– 2023	0	0	0	0

16.	March– 2023	0	0	0	0
17.	April– 2023	0	0	0	0
18.	May– 2023	0	0	0	0
19.	June-2023	0	0	0	0
20.	July-2023	0	0	0	0
21.	August – 2023	0	0	0	0
22.	September – 2023	0	0	0	0
23.	October – 2023	0	0	0	0
24.	November– 2023	0	0	0	0
25.	December– 2023	0	1	1	0
26.	January -2024	0	1	1	0
27.	February– 2024	0	0	0	0
28.	March– 2024	0	0	0	0
	<b>Grand Total</b>	1	4	5	0

**Data for month ending on 31.03.2024**

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	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

\*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.