

**Complaints against Exchange**  
**(Commodity Segment)**

**1. Data for the Month ending January 2025**

| Sr. No. | Received from           | Carried forward from previous month | Received during the month | Total complaints | Resolved during the month | Pending at the end of the month |                                | Average Resolution time |
|---------|-------------------------|-------------------------------------|---------------------------|------------------|---------------------------|---------------------------------|--------------------------------|-------------------------|
|         |                         |                                     |                           |                  |                           | Pending for less than 3 months  | Pending for more than 3 months |                         |
| (1)     | (2)                     | (3)                                 | (4)                       | (5)              | (6)                       | (7)                             |                                | (8)                     |
| 1       | Directly from Investors | NIL                                 | NIL                       | NIL              | NIL                       | NIL                             | NIL                            | NIL                     |
| 2       | SEBI (SCORES)           | NIL                                 | NIL                       | NIL              | NIL                       | NIL                             | NIL                            | NIL                     |
| 3       | Members                 | NIL                                 | NIL                       | NIL              | NIL                       | NIL                             | NIL                            | NIL                     |
| 4       | Other Sources (if any)  | NIL                                 | NIL                       | NIL              | NIL                       | NIL                             | NIL                            | NIL                     |

**2. Month-wise data for the current financial year (2024-2025)**

| Sr. No. | Month              | Carried forward from previous month | Received   | Resolved   | Pending    |
|---------|--------------------|-------------------------------------|------------|------------|------------|
| (1)     | (2)                | (3)                                 | (4)        | (5)        | (6)        |
| 1       | April              | NIL                                 | NIL        | NIL        | NIL        |
| 2       | May                | NIL                                 | NIL        | NIL        | NIL        |
| 3       | June               | NIL                                 | NIL        | NIL        | NIL        |
| 4       | July               | NIL                                 | NIL        | NIL        | NIL        |
| 5       | August             | NIL                                 | NIL        | NIL        | NIL        |
| 6       | September          | NIL                                 | NIL        | NIL        | NIL        |
| 7       | October            | NIL                                 | NIL        | NIL        | NIL        |
| 8       | November           | NIL                                 | NIL        | NIL        | NIL        |
| 9       | December           | NIL                                 | NIL        | NIL        | NIL        |
| 10      | January            | NIL                                 | NIL        | NIL        | NIL        |
|         | <b>Grand Total</b> | <b>NIL</b>                          | <b>NIL</b> | <b>NIL</b> | <b>NIL</b> |

### 3. Year-wise data (for 5 years on rolling basis)

| <b>Sr. No.</b> | <b>Year</b>        | <b>Carried forward from previous year</b> | <b>Received</b> | <b>Resolved</b> | <b>Pending</b> |
|----------------|--------------------|---|-----------------|-----------------|----------------|
| <b>(1)</b>     | <b>(2)</b>         | <b>(3)</b>                                | <b>(4)</b>      | <b>(5)</b>      | <b>(6)</b>     |
| 1              | 2020-21            | NIL                                       | NIL             | NIL             | NIL            |
| 2              | 2021-22            | NIL                                       | NIL             | NIL             | NIL            |
| 3              | 2022-23            | NIL                                       | NIL             | NIL             | NIL            |
| 4              | 2023-24            | NIL                                       | NIL             | NIL             | NIL            |
| 5              | 2024-25            | NIL                                       | NIL             | NIL             | NIL            |
|                | <b>Grand Total</b> | NIL                                       | NIL             | NIL             | NIL            |