

Complaints against Exchange
(Other than Commodity Segment)

1. Data for the Month ending December 2024

| 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) | 105 | 167 | 272 | 136 | 132 | 4 | 24.93 |
| 3 | Members | NIL | NIL | NIL | NIL | NIL | NIL | NIL |
| 4 | Other Sources (if any) | NIL | NIL | NIL | NIL | NIL | NIL | NIL |
| Grand Total | | 105 | 167 | 272 | 136 | 132 | 4 | 24.93 |

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 | 119 | 114 | 55 | 178 |
| 2 | May | 178 | 113 | 165 | 126 |
| 3 | June | 126 | 76 | 87 | 115 |
| 4 | July | 115 | 130 | 111 | 134 |
| 5 | August | 134 | 97 | 109 | 122 |
| 6 | September | 122 | 81 | 112 | 91 |
| 7 | October | 91 | 113 | 95 | 109 |
| 8 | November | 109 | 102 | 106 | 105 |
| 9 | December | 105 | 167 | 136 | 136 |
| Grand Total | | | 993 | 976 | |

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

| Sr. No. | Year | Carried forward from previous year | Received | Resolved | Pending |
|--------------------|-------------|---|-----------------|-----------------|----------------|
| (1) | (2) | (3) | (4) | (5) | (6) |
| 1 | 2020-21 | 13 | 1328 | 931 | 410 |
| 2 | 2021-22 | 410 | 1512 | 1885 | 37 |
| 3 | 2022-23 | 37 | 788 | 802 | 23 |
| 4 | 2023-24 | 23 | 1133 | 1037 | 119 |
| 5 | 2024-25 | 119 | 993 | 976 | 136 |
| Grand Total | | | 5754 | 5631 | |