



**Annexure – B**

**Format for Investor Complaints Data to be displayed by Stock Brokers on their respective websites**

**Data for every month ending**

S N	Receive d from	Carried forwar d from previou s month	Receive d during the month	Total Pendin g	Resolve d*	Pending at the end of the month**		Average Resoluti on time^ (in days)
						Pendin g for less than 3 month s	Pendin g for more than 3 month s	
1	2	3	4	5	6	7		8
1	Directly from Investors							
2	SEBI (SCORE S)							
3	Stock Exchang es							
4	Other Sources (if any)							
5	<b>Grand Total</b>							

**Trend of monthly disposal of complaints**

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6



1	April -YYYY				
2	May-YYYY				
3	June-YYYY				
4	July-YYYY				
	....				
	.....				
	March-YYYY				
	<b>Grand Total</b>				

\*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.

**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				
2	2018-19				
3	2019-20				
4	2020-21				
5	2021-22				
	<b>Grand Total</b>				