

**Annexure - B**

**Data of Complaints received by Datamatics Business Solutions Limited**

Data for the month ended February, 2024								
Sr. No.	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	1	4	0	5	0	0	4.6
2	SEBI (SCORES)	1	2	0	3	0	0	9.0
3	Stock Exchanges (if relevant)	0	1	0	1	0	0	9.0
4	Other Sources (if any)	0	0	0	0	0	0	0.0
5	<b>Grand Total</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>6.6</b>

Month – wise data for the current financial year					
Sr. No.	Month	Carried forward from Previous Month	Received	Resolved	Pending
1	2	3	4	5	6
1	April, 2023	1	6	7	0
2	May,2023	0	4	2	2
3	June,2023	2	6	7	1
4	July,2023	1	10	9	2
5	August,2023	2	16	16	2
6	September,2023	2	12	10	4
7	October,2023	4	8	11	1
8	November,2023	1	4	5	0
9	December,2023	0	9	9	0
10	January,2024	0	10	8	2
11	February,2024	2	7	9	0
	<b>Grand Total</b>	<b>15</b>	<b>92</b>	<b>93</b>	<b>14</b>

Trend of annual (F.Y) disposal of complaints (for 5 years on rolling basis)					
Sr. No.	Year	Carried forward from previous year	Received	Resolved	Pending
1	2018-2019	8	2785	2613	180
2	2019-2020	180	2098	2268	10
3	2020-2021	10	529	530	9
4	2021-2022	9	556	565	0
5	2022-2023	0	98	97	1
	<b>Grand Total</b>	<b>207</b>	<b>6066</b>	<b>6073</b>	