

Annexure - B

Data of Complaints received by Datamatics Business Solutions Limited

Data for the month ended February, 2026								
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	0	0	0	0	0	0	0.0
2	SEBI (SCORES 2.0)	2	10	0	12	0	0	4.4
3	Stock Exchanges (if relevant)	0	0	0	0	0	0	0.0
4	Other Sources (if any)	0	1	1	0	1	0	0.0
5	Grand Total	2	11	1	12	1	0	4.4

Trend of monthly disposal of complaints					
Sr. No.	Month	Carried forward from Previous Month	Received	Resolved	Pending
1	2	3	4	5	6
1	April, 2025	0	3	2	1
2	May, 2025	1	7	8	0
3	June, 2025	0	3	3	0
4	July, 2025	0	4	3	1
5	August, 2025	1	4	4	1
6	September, 2025	1	12	9	4
7	October, 2025	4	9	12	1
8	November, 2025	1	6	7	0
9	December, 2025	0	11	11	0
10	January, 2026	0	12	10	2
11	February, 2026	2	11	12	1
	Grand Total	10	82	81	11

Trend of annual (F.Y) disposal of complaints					
Sr. No.	Year	Carried forward from previous year	Received	Resolved	Pending
1	2020-2021	10	529	530	9
2	2021-2022	9	556	565	0
3	2022-2023	0	98	97	1
4	2023-2024	1	104	103	2
5	2024-2025	2	79	81	0
	Grand Total	22	1366	1376	12