ANNEXURE- S Published 04-11-2025

Format of Complaints against Custodians and DDPs to be displayed on their websites

A. Data for the Month ending - October 2025

S.No	Received from	Pending at the end of the last month	Received during the month	Resolved during the month*	Total Pending at the end of month **	Complaints Pending > 1 Month	Average Resolution Time ^ (in days)
1	Directly from Investors	0	2	2	0	0	5
2	SEBI (SCORES)	0	0	0	0	0	0
3	Stock Exchanges (if relevant)	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0
5	**Grand Total**	**0**	**2**	**2**	**0**	**0**	**0**

B. Trend of Monthly disposal of complaints for the Financial Year- 2025 -2026

S.No	Month	Carried forward from previous month	Received during the month	Resolved during the month *	Pending at the end of the month **
1	April - 2025	0	0	0	0
2	May - 2025	0	1	1	0
3	June - 2025	0	0	0	0
3	July - 2025	0	0	0	0
4	August - 2025	0	2	2	0
5	September - 2025	0	0	0	0
6	October - 2025	0	2	2	0
	Grand Total	**0**	**5**	**5**	**0**

* Inclusive of complaints of previous months resolved in the current month.

** Inclusive of complaints pending as on the last day of the month.

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

C. Trend of Annual (FY) disposal of complaints (For 3 years on rolling basis)-

SNo	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2023-24 ^	0	13	13	0
2	2024-25	0	5	5	0
3	2025-26	0	5	5	0
	Grand Total	0	23	23	0

Note:

^ Includes 2 complaint from SCORES - which does not pertain to Custody.