**NSDL DP Investor complaint data – F.Y 2023-24**

|  |
| --- |
| Data for Month Ending November 2023 |
| SN | Received From | Carried Forward from previous Month | Received during Month | Total Pending | Pending at the Month of End | Average Resolution Time |
| 1 | 1 Directly from Investors | 0 | 0 | 0 | 0 | 0 |
| 2 | 2 SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 |
| 3 | Depositories | 0 | 0 | 0 | 0 | 0 |
| 4 | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 |

|  |  |  |  |
| --- | --- | --- | --- |
| Trend of monthly disposal of complaints |  |  |  |
| SN | Month | Carried forward from previous month | Received  | Resolved | Pending |
| 1 | Apr-23 |  0 | 0 | 0 | 0 |
| 2 | May-23 | 0 | 2 | 2 | 0 |
| 3 | Jun-23 | 0 | 0 | 0 | 0 |
| 4 | Jul-23 |  0 |  0  |  0 |  0  |
| 5 | Aug-23 |   0 |  0 |  0 |  0 |
| 6 | Sep-23 |   0 |  0 |   0 |   0 |
| 7 | Oct-23 |    0 |   0 |   0  |  0  |
| 8 | Nov-23 |   0 |  0 |  0 |   0 |
| 9 | Dec-23 | 0 | 0 | 0 | 0 |
| 10 | Jan-24 | 0 | 0 | 0 | 0 |
| 11 | Feb-24 | 0 | 0 | 0 | 0 |
| 12 | Mar-24 | 0 | 0 | 0 | 0 |
|   | Grand Total | 0 | 2 | 2 | 0 |
|  |  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 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 | 0 | 0 | 0 | 0 |
| 2 | 2018-19 | 0 | 1 | 1 | 0 |
| 3 | 2019-20 | 0 | 0 | 0 | 0 |
| 4 | 2020-21 | 0 | 3 | 3 | 0 |
| 5 | 2021-22 | 0 | 6 | 6 | 0 |
| 6 | 2022-23 | 0 | 4 | 4 | 0 |
|   7 | 2023-24 | 0 | 2 | 2 | 0 |
|  | Grand Total | 0 | 16 | 16 | 0 |