

**Annexure B****Investor Complaints Data**

Data for the month ended February 2024:

Sl. 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	-	-	-	-
2	SEBI (SCORES)	0	0	0	-	-	-	-
3	Depositories	0	0	0	-	-	-	-
4	Other sources (if any) Web portal	0	0	0	-	-	-	-
5	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

As per CDSL Guidelines, monthly display of complaints data at the Bank website

**Trend of monthly disposal of complaints for the Financial Year**

SN	Month	Carried forward from previous month	Received	Resolved	Pending
1	2	3	4	5	6
1	April-2023	0	0	0	0
2	May-2023	0	0	0	0
3	June-2023	0	0	0	0
4	July-2023	0	2	2	0
5	August-2023	0	1	1	0
6	September- 2023	0	0	0	0
7	October- 2023	0	0	0	0
8	November – 2023	0	0	0	0
9	December-2023	0	1	1	0
10	January-2024	0	0	0	0
11	February-2024	0	0	0	0

**Trend of Yearly 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	0	0	0
3	2019-20	0	1	1	0
4	2020-21	0	3	3	0
5	2021-22	0	0	0	0
6	2022-23	0	1	1	0
7	2023-24	0	4	4	0

	<b>Grand Total</b>	0	9	9	0
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