

# Complaints against Depository Participant(IN303892-DBS BANK INDIA Ltd.)

Data for the Month ending April2022

Sr N	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	NIL	NIL	NIL	NIL	NIL	NIL	NA
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL	NIL	NA
3	Depositories	NIL	NIL	NIL	NIL	NIL	NIL	NA
4	Other Sources (If any)	NIL	1	1	1	NIL	NIL	15
5	Grand Total	NIL	1	1	1	NIL	NIL	15

## Trend of Monthly disposal of complaints for the Financial Year

S No	Month	Carried Forward from Previous Month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April-2022	NIL	1	1	NIL
2	May-2022				
3	June-2022				
4	July-2022				
5	August-2022				
6	September-2022				
7	October-2022				
8	November-2022				
9	December-2022				
10	January-2023				
11	February-2023				
12	March-2023				
	Grand Total	NIL	NIL	NIL	NIL

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

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

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

### **Trend of Annual disposal of complaints**

<b>SN</b>	<b>Year</b>	<b>Carried Forward from Previous Year</b>	<b>Received during the Year</b>	<b>Resolved during the Year</b>	<b>Pending at the end of the year</b>
<b>1</b>	<b>2018-2019</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>
<b>2</b>	<b>2019-2020</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>
<b>3</b>	<b>2020-2021</b>	<b>NIL</b>	<b>1</b>	<b>1</b>	<b>NIL</b>
<b>4</b>	<b>2021-2022</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>
<b>5</b>	<b>2022-2023</b>	<b>NIL</b>	<b>1</b>	<b>1</b>	<b>NIL</b>
	<b>Grand Total</b>	<b>NIL</b>	<b>2</b>	<b>2</b>	<b>NIL</b>