

# TREND OF MONTHLY COMPLAINTS DISPOSAL

## BY: DEPOSITORY PARTICIPANT – Drishti Shares & Investments Pvt Ltd

| S.No. | Month              | Carried forward from previous month | Received during the month | Resolved* | Pending** |
|-------|--------------------|-------------------------------------|---------------------------|-----------|-----------|
| 1     | 2                  | 3                                   | 4                         | 5         | 6         |
| 1.    | November 2024      | Nil                                 | Nil                       | Nil       | Nil       |
| 2.    | December 2024      | Nil                                 | Nil                       | Nil       | Nil       |
| 3.    | January 2025       | Nil                                 | Nil                       | Nil       | Nil       |
| 4.    | February 2025      | Nil                                 | Nil                       | Nil       | Nil       |
| 5.    | March 2025         | Nil                                 | Nil                       | Nil       | Nil       |
| 6.    | April 2025         | Nil                                 | Nil                       | Nil       | Nil       |
| 7.    | May 2025           | Nil                                 | Nil                       | Nil       | Nil       |
| 8.    | June 2025          | Nil                                 | Nil                       | Nil       | Nil       |
| 9.    | July 2025          | Nil                                 | Nil                       | Nil       | Nil       |
| 10.   | Aug 2025           | Nil                                 | Nil                       | Nil       | Nil       |
| 11.   | Sep 2025           | Nil                                 | Nil                       | Nil       | Nil       |
| 12.   | Oct 2025           | Nil                                 | Nil                       | Nil       | Nil       |
| 13.   | Nov 2025           | Nil                                 | Nil                       | Nil       | Nil       |
| 14.   | Dec 2025           | Nil                                 | Nil                       | Nil       | Nil       |
| 15.   | Jan 2026           | Nil                                 | Nil                       | Nil       | Nil       |
|       | <b>Grand Total</b> |                                     |                           |           |           |

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should include total 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.