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## Complaint Data to be displayed by RAs

Formats for investors complaints data to be disclosed monthly by RAs on their website/mobile application:

### Data for the month ending April 2024

Sr. No .	Received from	Pending at the end of last month	Received	Resolved*	Total Pending#	Pending complaints > 3months	Average Resolution time^ (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0
3	Other Sources (if any)	0	0	0	0	0	0
	<b>Grand Total</b>	0	0	0	0	0	0

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

## Trend of monthly disposal of complaints

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	April, 2024	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Trend of annual disposal of complaints

SN	Year	Carried forward from previous year	Received	Resolved*	Pending#
1	2023-24	0	3	3	0
2	2024-25	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>

\*Inclusive of complaints of previous years resolved in the current year.

#Inclusive of complaints pending as on the last day of the year.

### SEBI Scores Link

**New:** <https://scores.sebi.gov.in/scores-home>

**Old:** <https://scores.gov.in/scores/Welcome.html>

Filing of complaints on SCORES – Easy & quick

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, Email ID
- c. Benefits
  1. Effective communication
  2. Speedy redressal of the grievances SCORES