Complaints – NSDL

A. Data for October 2023

S. No.	Received from	Pending at the end of the last month	Received during the month	Resolved during the month*	Total Pending at the end of month **	Complaints Pending > 1 month	Average Resolution time^ (in days)
1	Directly from Investors	Nil	Nil	Nil	Nil	Nil	Nil
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	Nil
3	Stock Exchanges (if relevant)	Nil	Nil	Nil	Nil	Nil	Nil
4	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	Nil
5	**Grand Total**	Nil	Nil	Nil	Nil	Nil	Nil

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

B. Trend of monthly disposal of complaints for the Financial Year – 2023-24

SN	Month	Carried forward from previous month	Received during the month	Resolved during the month*	Pending at the end of the month**
1	April-2023	0	2	1	1
2	May-2023	1	1	2	0
3	June-2023	0	3	2	1
4	July-2023	1	3	4	0
5	August-2023	0	4	4	0
6	September-2023	0	1	1	0
7	October-2023	0	0	0	0
	Grand Total	**2**	**14**	**14**	**2**

* Inclusive of complaints of previous months resolved in the current month.
** Inclusive of complaints pending as on the last day of the month.

C. Trend of Annual (FY) disposal of complaints

SN	Month	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	4	366	353	17
2	2018-19	17	836	846	7
3	2019-20	7	390	397	0
4	2020-21	0	32	32	0
5	2021-22	7	37	37	7
6	2022-23	3	18	18	3
7	2023-24	2	14	14	2
	Grand Total	**40**	**1693**	**1697**	**36**