

NSDL DP Investor complaint data – F.Y 2024-25

Data for Month Ending February 2025

| SN | Received From | Carried Forward from previous Month | Received during Month | Total Pending | Pending at the Month of End | Average Resolution Time |
|----|-------------------------|-------------------------------------|-----------------------|---------------|-----------------------------|-------------------------|
| 1 | Directly from Investors | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI (SCORES) | 1 | 0 | 0 | 0 | 0 |
| 3 | Depositories | 0 | 0 | 0 | 0 | 0 |
| 4 | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 |

Trend of monthly disposal of complaints

| SN | Month | Carried forward from previous month | Received | Resolved | Pending |
|----|-------------|-------------------------------------|----------|----------|---------|
| 1 | Mar-24 | 0 | 0 | 0 | 0 |
| 2 | April-24 | 0 | 0 | 0 | 0 |
| 3 | May-2024 | 0 | 0 | 0 | 0 |
| 4 | June-2024 | 0 | 0 | 0 | 0 |
| 5 | July-2024 | 0 | 0 | 0 | 0 |
| 6 | Aug-2024 | 0 | 0 | 0 | 0 |
| 7 | Sep-2024 | 0 | 0 | 0 | 0 |
| 8 | Oct-2024 | 0 | 1 | 0 | 1 |
| 9 | Nov-2024 | 1 | 0 | 1 | 0 |
| 10 | Dec-2024 | 0 | 0 | 0 | 0 |
| 11 | Jan-2025 | 0 | 0 | 0 | 0 |
| 12 | Feb-2025 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 1 | 1 | 0 |

Trend of annual 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 | 1 | 1 | 0 |
| 3 | 2019-20 | 0 | 0 | 0 | 0 |
| 4 | 2020-21 | 0 | 3 | 3 | 0 |
| 5 | 2021-22 | 0 | 6 | 6 | 0 |
| 6 | 2022-23 | 0 | 4 | 4 | 0 |
| 7 | 2023-24 | 0 | 2 | 2 | 0 |
| 8 | 2024-2025 | 0 | 1 | 1 | 0 |