

Annexure C

Complaints against SBI-SG Global Securities Services Pvt. Ltd. (DP – NSDL & CDSL)

Data for the Month ending Oct 2024

SN	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	0	0	0	0	0		0
2	SEBI (SCORES)	0	0	0	0	0		0
3	Depositories	0	0	0	0	0		0
4	Other Sources (if any)	0	0	0	0	0		0
5	Grand Total	0	0	0	0	0		0

Trend of monthly disposal of complaints for the Financial Year

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April 2024	0	0	0	0
2	May 2024	0	0	0	0
3	June 2024	0	0	0	0
4	July 2024	0	0	0	0
5	Aug 2024	0	0	0	0
6	Sep 2024	0	0	0	0
7	Oct 2024	0	0	0	0
	Grand Total	0	0	0	0

*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

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month divided by total number of complaints resolved in the current month.

Trend of Annual (FY) disposal of complaints (For 3 years on rolling basis)-

SN	Year	Carried from previous year	Received during the year	Resolved during the year	Pending at the end of theyear
1	2022-23	0	0	0	0
2	2023-24	0	0	0	0
3	2024-25	0	0	0	0
	Grand Total	0	0	0	0

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