

## Annexure C

### Complaints against SBI-SG Global Securities Services Pvt. Ltd. (DP)

#### Data for the Month ending Sep 2023

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	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	<b>Grand Total</b>	0	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 2023	0	0	0	0
2	May 2023	0	0	0	0
3	Jun 2023	0	0	0	0
4	Jul 2023	0	0	0	0
5	Aug 2023	0	0	0	0
6	Sep 2023	0	0	0	0
	<b>Grand Total</b>	0	0	0	0

#### **SBI-SG Global Securities Services Pvt. Ltd.**

A Joint Venture of State Bank of India & Société Générale

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GST No. : 27AAMCS4727R1ZF

\*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.

**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	2021-22	0	0	0	0
2	2022-23	0	0	0	0
3	2023-24	0	0	0	0
	<b>Grand Total</b>	0	0	0	0

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