

DEALMONEY SECURITIES PVT. LTD.

Date for March -2022								
Complaints - CDSL								
Sr. No.	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the		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	6	25	9	16	15	Nil	30 days
2	SEBI (SCORES)	Nil	10	1	10	1	Nil	30 days
3	Depositories	Nil	23	Nil	23	Nil	Nil	30 days
4	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	Nil	Nil
	Grand Total	6	58	10	49	16	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.								
Trend of monthly disposal of complaints.								
Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending**			
1	2	3	4	5	6			
1	April-2021	1	2	2	0			
2	May-2021	Nil	0	0	0			
3	June-2021	Nil	2	2	0			
4	July-2021	Nil	1	1	0			
5	August-2021	Nil	0	0	0			
6	September-2021	Nil	1	1	0			
7	October-2021	Nil	0	0	0			
8	November-2021	Nil	2	1	1			
9	December-2021	1	1	1	0			
10	Jan-22	Nil	1	1	0			
11	Feb-22	Nil	Nil	Nil	Nil			
12	Mar-22	Nil	Nil	Nil	Nil			
	Grand Total	2	10	9	1			
* 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.								
Sr. No.	Month	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year			
1	2017-18	Nil	296	296	Nil			
2	2018-19	Nil	215	187	28			
3	2019-20	28	146	100	46			
4	2020-21	46	19	15	4			
5	2021-22	4	11	10	1			
	Grand Total	237	687	608	79			