

## **NAVKAR SHARE & STOCK BROKERS PVT. LTD**

#### Annexure - B

### **Stock Broker Investor Complaints Data**

## Data for April-2025

| S<br>N | Received<br>from              | Carried<br>forward<br>from<br>previous<br>Month | Received<br>during<br>the<br>month | Total<br>Pending | Resolved | Pending at the end of the month**       |   | Average<br>Resolution<br>time^(in<br>days) |
|--------|-------------------------------|---|------------------------------------|------------------|----------|---|---|--|
|        |                               |   |                                    |                  |          | Pending<br>for less<br>than 3<br>months | Pending<br>for more<br>than 3<br>months |  |
| 1      | 2                             | 3   | 4                                  | 5                | 6        | 7                                       | 7                                       | 8  |
| 1      | Directly<br>from<br>Investors | 0   | 0                                  | 0                | 0        | (                                       | )                                       | NA   |
| 2      | SEBI<br>(SCORES<br>2.0)       | 0   | 0                                  | 0                | 0        | (                                       | )                                       | NA   |
| 3      | Stock<br>Exchang<br>es        | 0   | 0                                  | 0                | 0        | (                                       | )                                       | NA   |
| 4      | Other<br>Sources<br>(if any)  | 0   | 0                                  | 0                | 0        | (                                       | )                                       | NA   |
| 5      | Grand<br>Total                | 0   | 0                                  | 0                | 0        | (                                       | )                                       | NA   |

## **Trend of monthly disposal of complaints**

| SN | Month       | Carried forward<br>From previous<br>month | Received | Resolved* | Pending** |
|----|-------------|---|----------|-----------|-----------|
| 1  | 2           | 3   | 4        | 5         | 6         |
| 1  | April -2021 | 0   | 0        | 0         | 0         |
| 2  | May-2021    | 0   | 0        | 0         | 0         |



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| 3  | June-2021      | 0  | 0 | 0 | 0   |
|----|----------------|--|---|---|-----|
| 4  | July-2021      | 0  | 0 | 0 | 0   |
| 5  | August-2021    | 0  | 0 | 0 | 0   |
| 6  | September-2021 | 0  | 0 | 0 | 0   |
| 7  | October-2021   | 0  | 0 | 0 | 0   |
| 8  | November-2021  | 0  | 0 | 0 | 0   |
|    | December-2021  |  |   |   |     |
| 9  |                | 0  | 0 | 0 | 0   |
| 10 | January-2022   | 0  | 0 | 0 | 0   |
| 11 | February-2022  | 0  | 0 | 0 | 0   |
| 12 | March-2022     | 0  | 0 | 0 | 0   |
| 13 | April-2022     | 0  | 0 | 0 | 0   |
| 14 | May-2022       | 0  | 0 | 0 | 0   |
| 15 | June-2022      | 0  | 0 | 0 | 0   |
| 16 | July-2022      | 0  | 0 | 0 | 0   |
| 17 | August-2022    | 0  | 0 | 0 | 0   |
| 18 | September-2022 | 0  | 0 | 0 | 0   |
| 19 | October-2022   | 0  | 0 | 0 | 0   |
| 20 | November-2022  | 0  | 0 | 0 | 0   |
| 21 | December-2022  | 0  | 0 | 0 | 0   |
| 22 | January-2023   | 0  | 0 | 0 | 0   |
| 23 | February-2023  | 0  | 0 | 0 | 0   |
| 24 | March-2023     | 0  | 0 | 0 | 0   |
| 25 | April-2023     | 0  | 0 | 0 | 0   |
| 26 | May-2023       | 0  | 0 | 0 | 0   |
| 27 | June-2023      | 0  | 0 | 0 | 0   |
| 28 | July-2023      | 0  | 0 | 0 | 0   |
| 29 | August-2023    | 0  | 0 | 0 | 0   |
| 30 | September-2023 | 0  | 0 | 0 | 0   |
| 31 | October-2023   | 0  | 0 | 0 | 0   |
| 32 | November-2023  | 0  | 0 | 0 | 0   |
| 33 | December-2023  | 0  | 0 | 0 | 0   |
| 34 | January-2024   | 0  | 0 | 0 | 0   |
| 35 | February-2024  | 0  | 0 | 0 | 0   |
| 36 | March-2024     | 0  | 0 | 0 | 0   |
| 37 | April-2024     | 0  | 0 | 0 | 0   |
| 38 | May-2024       | 0  | 0 | 0 | 0   |
| 39 | June-2024      | 0  | 0 | 0 | 0   |
| 40 | July-2024      | 0  | 1 | 1 | 0   |
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| 41 | August-2024    | 0 | 0 | 0 | 0 |
|----|----------------|---|---|---|---|
| 42 | September-2024 | 0 | 0 | 0 | 0 |
| 43 | October-2024   | 0 | 0 | 0 | 0 |
| 44 | November-2024  | 0 | 0 | 0 | 0 |
| 45 | December-2024  | 0 | 0 | 0 | 0 |
| 46 | January-2025   | 0 | 0 | 0 | 0 |
| 47 | February-2025  | 0 | 0 | 0 | 0 |
| 48 | March-2025     | 0 | 0 | 0 | 0 |
| 49 | April-2025     | 0 | 0 | 0 | 0 |
|    | Grand Total    | 0 | 1 | 1 | 0 |

<sup>\*</sup>Should include complaints of previous months resolved in the current month, if any.

#### **Trend of annual disposal of complaints**

| SN | Year        | Carried forward | Received        | Resolved   | Pending at |
|----|-------------|-----------------|-----------------|------------|------------|
|    |             | from previous   | during the year | during the | the end of |
|    |             | year            |                 | year       | the year   |
| 1  | 2017-18     | 0               | 1               | 1          | 0          |
| 2  | 2018-19     | 0               | 0               | 0          | 0          |
| 3  | 2019-20     | 0               | 0               | 0          | 0          |
| 4  | 2020-21     | 0               | 0               | 0          | 0          |
| 5  | 2021-22     | 0               | 0               | 0          | 0          |
| 6  | 2022-23     | 0               | 0               | 0          | 0          |
| 7  | 2023-24     | 0               | 0               | 0          | 0          |
| 8  | 2024-25     | 0               | 1               | 1          | 0          |
| 9  | 2025-26     | 0               | 0               | 0          | 0          |
|    | Grand Total | 0               | 2               | 2          | 0          |

<sup>\*\*</sup>Should include total complaints pending as on the last day of the month, if any.

<sup>^</sup>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.