

Complaint Data to be displayed by RAs

Formats for investors complaints data to be disclosed monthly by RAs on their website/mobile application:

Data for the month ending – **May - 2025**

Sr. No .	Received from	Pending at the end of last month	Received	Resolved	Total Pending #	Pending complaints > 3months	Average Resolution time (in days)
1.	Directly from Investors	0	0	0	0	0	0
2.	SEBI (SCORES)	0	0	0	0	0	0
3.	Other Sources (whatsapp and email id)	0	1	1	0	0	3
	Grant Total	0	1	1	0	0	0

^ 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.

- Other sources include whatsapp and email of TechnicalIQ.

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Trend of monthly disposal of complaints.

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1.	April, 2025	0	0	0	0
2.	Mar, 2025	0	0	0	0
3.	Feb, 2025	0	0	0	0
4.	Jan, 2025	0	1	1	0
	Grand Total		1	1	0

SEBI Scores Link

New: <https://scores.sebi.gov.in/scores-home>

Old: <https://scores.gov.in/scores/Welcome.html>

Filing of complaints on SCORES – Easy & quick

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, Email ID
- c. Benefits
 - 1. Effective communication
 - 2. Speedy redressal of the grievances SCORES