

## Investor Complaints Data - Stock Broker

**Data for March 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	1	1	1	0	0	1
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges	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	1	1	1	0	0	1

Centrum Broking Limited (CIN.: U67120MH1994PLC078125)

Member: NSE & BSE, DP: CDSL

Registered and Corporate Office.: Level -9, Centrum House, C.S.T. Road, Vidyanagari Marg, Kalina, Santacruz (East), Mumbai – 400098.

Tel.: - +91 22 4215 9000 Email: [info@centrum.co.in](mailto:info@centrum.co.in) Website: [www.centrumbroking.com](http://www.centrumbroking.com)

### Trend of monthly disposal of complaints

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	June-2023	0	0	0	0
4	July-2023	0	0	0	0
5	August-2023	0	3	3	0
6	September-2023	0	0	0	0
7	October-2023	0	0	0	0
8	November-2023	0	0	0	0
9	December-2023	0	0	0	0
10	January- 2024	0	1	0	1
11	February-2024	1	1	2	0
12	March-2023	0	1	1	0
	<b>Grand Total</b>	1	6	6	1

\*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.

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**Trend of annual disposal of complaints**

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	1	7	7	1
2	2018-19	1	12	13	0
3	2019-20	0	14	12	2
4	2020-21	2	8	10	0
5	2021-22	0	5	5	0
6	2022-23	0	6	6	0
7	2023-24	1	6	6	1
	<b>Grand Total</b>	5	58	59	4

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## Investor Complaints Data – Depository Participant

**Data for March 2024**

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						Pending for less than 3 months	Pending formore 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	2	2	2	0	0	1.5
4	Other Sources (if any)	0	0	0	0	0	0	0
	<b>Grand Total</b>	0	2	2	2	0	0	1.5

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1	2	3	4	5	6
1	April - 2023	0	0	0	0
2	May – 2023	0	0	0	0
3	June – 2023	0	0	0	0
4	July - 2023	0	1	1	0
5	August-2023	0	1	1	0
6	September-2023	0	0	0	0
7	October-2023	0	0	0	0
8	November 2023	0	2	1	1
9	December-2023	1	0	1	0
10	January- 2024	0	0	0	0
11	February-2024	0	0	0	0
12	March- 2024	0	2	2	0
	Grand Total	1	6	6	1

\*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.

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1	2017-18	0	3	3	0
2	2018-19	0	6	6	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	1	1	0
7	2023-24	1	6	6	1
	<b>Grand Total</b>	1	16	16	1

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## Investor Complaints Data – Portfolio Managers

### Data for March 2024

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						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	Other Sources (if any)	0	0	0	0	0	0	0
	<b>Grand Total</b>	0	0	0	0	0	0	0

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1	2	3	4	5	6
1	April - 2023	0	0	0	0
2	May – 2023	0	1	1	0
3	June -2023	0	2	0	2
4	July – 2023	2	1	1	2
5	August-2023	2	0	2	0
6	September-2023	0	1	0	1
7	October-2023	1	0	1	0
8	November-2023	0	0	0	0
9	December-2023	0	0	0	0
10	January-2024	0	0	0	0
11	February-2024	0	0	0	0
12	March – 2024	0	0	0	0
	<b>Grand Total</b>	5	5	5	5

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

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1	2018-19	0	2	2	0
2	2019-20	0	1	1	0
3	2020-21	0	0	0	0
4	2021-22	0	2	2	0
5	2022-23	0	0	0	0
6	2023-24	5	5	5	5
	<b>Grand Total</b>	0	10	10	5

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## Investor Complaints Data – Research Analysts

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						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	Other Sources (if any)	0	0	0	0	0	0	0
	<b>Grand Total</b>	0	0	0	0	0	0	0

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1	2	3	4	5	6
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2	May – 2023	0	0	0	0
3	June-2023	0	0	0	0
4	July – 2023	0	0	0	0
5	August-2023	0	0	0	0
6	September-2023	0	0	0	0
7	October-2023	0	0	0	0
8	November-2023	0	0	0	0
9	December-2023	0	0	0	0
10	January-2024	0	0	0	0
11	February-2024	0	0	0	0
12	March- 2024	0	0	0	0
	Grand Total	0	0	0	0

### Trend of annual disposal of complaints

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

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SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2018-19	0	0	0	0
2	2019-20	0	0	0	0
3	2020-21	0	0	0	0
4	2021-22	0	0	0	0
5	2022-23	0	0	0	0
	<b>Grand Total</b>	0	0	0	0

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