

**SWASTIKA INVESTMART LIMITED**  
**ANNEXURE-'B'**  
**Investor's Complaints Data BY Stock Brokers**

**Data for every month ending: (February, 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	Directly from Investors	0	1	0	1	0	0	4
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges	0	6	2	4	0	0	15
4	Other Sources (if any)	0	0	0	0	0	0	0
	Grand Total	0	7	2	5	0	0	9

**Trend of monthly disposal of complaints**

SN	Month	Carried Forward from previous month	Received	Resolved	Pending
1	Apr-23	8	12	7	13
2	May-23	13	14	15	12
3	Jun-23	12	5	10	7

4	Jul-23	7	4	8	3
5	Aug-23	3	5	7	1
6	Sept-23	1	5	5	1
7	Oct-23	1	14	6	9
8	Nov-23	9	5	9	5
9	Dec-23	5	4	5	4
10	Jan -24	4	7	9	2
11	Feb-24	2	7	7	2

\*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 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	2020-21	3	47	46	4
2	2021-22	4	105	100	9
3	2022-23	9	105	106	8
4	2023-24	8	82	90	0