

Annexure B - Investor Charter

Complaint Data to be displayed by Depository Participant– 5paisa Capital Ltd.

Jan Month Data (Uploaded in Feb 2026)								
Sr No.	Received form	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution in time (In days)^
						Pending for less than 3 month	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from investors	1	8	9	7	2	0	5 Days
2	SEBI SCORES CDSL	0	0	0	0	0	0	0 Days
3	Depository	0	3	3	1	2	0	1 Days
4	Other Sources (Smart ODR)	1	0	0	1	0	0	11 Days
	Grand Total	2	11	12	9	4	0	1 day

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Trend of monthly disposal of complaints					
Sr No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-25	0	15	12	3
2	May-25	3	19	22	0
3	Jun-25	0	17	13	4
4	Jul-25	4	10	13	1
5	Aug-25	1	10	11	0
6	Sep-25	0	8	8	0
7	Oct-25	0	2	2	0
8	Nov-25	0	5	3	2
9	Dec-25	1	16	15	2
10	Jan-26	2	11	9	4
	Grand Total	11	113	108	15

Year-wise data (for 5 years on rolling basis)					
Sr No.	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2	3	4	5	6
1	2021-22	10	887	886	11
2	2022-23	11	445	442	14
3	2023-24	14	1359	1343	30
4	2024-25	30	1576	1606	0
5	2025-26	0	113	108	2
	Grand Total	65	3935	3943	52

Note: For the Financial Year ended 2024-25 count of complaints carried forward from previous year was inadvertently captured as 284 instead of correct count i.e. 30. Resultantly, the count under the column "Pending at the end of the year" got captured as 260 which was supposed to be "0" as there were NIL complaints pending as on 31.03.2025. Therefore, as a corrective measure we have considered the count of carried forward from previous year as "0" for the month April' 2025 in the category of Depository Participant.