

Annexure B - Investor Charter

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

Jan Month Data (Uploaded in Mar 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	2	199	201	201	0	0	2 Days
2	SEBI SCORES CDSL	0	4	4	3	1	0	8 Days
3	Depository	2	9	11	9	2	0	5 Days
4	Other Sources (Smart ODR)	0	0	0	0	0	0	11 Days
	Grand Total	4	212	216	213	3	0	1 day

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

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
11	Feb-26	4	212	213	3
	Grand Total	15	325	321	18

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	212	213	3
	Grand Total	65	4034	4048	58

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.