

M.S.N. SECURITIES PVT. LTD.

108, Veena Chambers, Dalal Street, Fort, Mumbai - 400 001.
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MEMBERS - NATIONAL STOCK EXCHANGE OF INDIA LTD.
BOMBAY STOCK EXCHANGE LTD.
METROPOLITAN STOCK EXCHANGE OF INDIA LTD.
SEBI REGD. NO. - INZ000230036 CIN - U67120MH2006PTC160532

COMPLAINTS DATA

❖ PREFACE:

❖ SEBI vide their letter no. SEBI/HO/MIRSD/DOP/OW/P/2021/37347/1 dated December 15, 2021, has advised the Depository and Depository Participants (DPs) to bring the Investor Charter [refer **Annexure A**] and its linked contents [refer **Annexure B**], to the notice of their clients (existing as well as new clients) through disclosing the Investor Charter on their respective websites. Also, to make the investor charter available at prominent places in their office, provide a copy of Investor Charter as a part of account opening kit to the clients, through e-mails/letters etc.

❖ CDSL, as a Depository has made the Investor Charter available on URL:

<https://www.cdslindia.com/Investors/InvestorCharter.html>.

Accordingly, as per the Annexure C of the said circular, the details are as below.

Data for the month ending – Mar' 2024

| Sr. No. | Received from | Pending at the end of last month | Received | Resolved* | Total Pending# | Pending complaints > 3months | Average Resolution time^ (in days) |
|---------|-------------------------|----------------------------------|----------|-----------|----------------|------------------------------|------------------------------------|
| 01. | Directly from Investors | 0 | 0 | 0 | 0 | 0 | 0 |
| 02. | SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 | 0 |
| 03. | Depositories | 0 | 0 | 0 | 0 | 0 | 0 |
| 04. | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 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.

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Trend of monthly disposal of complaint

| Sr. No. | Month | Carried forward from previous month | Received | Resolved* | Pending# |
|---------|-------------|-------------------------------------|----------|-----------|----------|
| 01. | Apr -2023 | 0 | 0 | 0 | 0 |
| 02. | May -2023 | 0 | 0 | 0 | 0 |
| 03. | Jun -2023 | 0 | 0 | 0 | 0 |
| 04. | Jul -2023 | 0 | 0 | 0 | 0 |
| 05. | Aug - 2023 | 0 | 0 | 0 | 0 |
| 06. | Sep - 2023 | 0 | 0 | 0 | 0 |
| 07. | Oct - 2023 | 0 | 0 | 0 | 0 |
| 08. | Nov - 2023 | 0 | 0 | 0 | 0 |
| 09. | Dec - 2023 | 0 | 0 | 0 | 0 |
| 10. | Jan - 2024 | 0 | 0 | 0 | 0 |
| 11. | Feb - 2024 | 0 | 0 | 0 | 0 |
| 12. | Mar - 2024 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 0 |

*Inclusive of complaints of previous months resolved in the current month. #Inclusive of complaints pending as on the last day of the month.

Trend of annual disposal of complaints

| Sr. No. | Year | Carried forward from previous year | Received | Resolved** | Pending## |
|---------|-------------|------------------------------------|----------|------------|-----------|
| 01. | 2021-22 | 0 | 0 | 0 | 0 |
| 02. | 2022-23 | 0 | 0 | 0 | 0 |
| 03. | 2023-24 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 0 |

** Inclusive of complaints of previous years resolved in the current year. ## Inclusive of complaints Pending as on the last day of the year.

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