

ANNEXURE B

Investors Complaints Data by SBI Capital Markets Limited

Collective Data as on December 31, 2024 for Merchant Bankers

Sr. No.	Received from	Pending as at the end of November 2024 i.e. last month	Received during the particular month i.e. in December 2024	Resolved during the particular month i.e. December 2024*	Total Pending at the end of particular month i.e. December 2024#	Pending complaints > 1 month	Average Resolution time ^\ (in days)
1	Directly from Investors	0	0	0	0	0	-
2	SEBI (SCORES)	0	0	0	0	0	-
3	Stock Exchanges (if relevant)	0	0	0	0	0	-
4	Other Sources (if any)	0	33	33	0	0	1.93
5	Grand Total	0	33	33	0	0	1.93

Trend of monthly disposal of complaints (For 5 months on rolling basis)

Sr. No.	Month	Carried forward from the previous month	Received during the particular month	Resolved during the particular month	Pending at the end of the particular month
1	August, 2024	0	1	1	0
2	September, 2024	0	1	1	0
3	October, 2024	0	1	1	0
4	November, 2024	0	0	0	0
5	December, 2024	0	33	33	0
	Grand Total	0	36	36	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.

* 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 (Calendar year) disposal of complaints (for 5 years on rolling basis)-

Sr. No.	Year	Carried forward from previous year	Received during the particular year	Resolved during the particular year	Pending at the end of the particular year
1	2022	0	5	5	0
2	2023	0	5	0	5
3	2024*	5	-	5	0
4	2025*	-	-	-	-
5	2026*	-	-	-	-
	Grand Total	5	10	10	5

*Data shall be updated after the completion of respective calendar year