



# HOLANI CONSULTANTS PRIVATE LTD.

"Creating Possibilities, Creating Value."

## INVESTOR GRIEVANCES REDRESSAL

### (MERCHANT BANKING DIVISION-EQUITY)

#### Details of Investors Complaints Data-

#### Data for the month ending January 31, 2024-

SN	Received from	Pending as at the end of last month	Received during the particular month	Resolved during the particular month*	Total Pending during the particular month #	Pending complaints > 1 month	Average Resolution time <sup>^</sup> (In days)
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL	NIL
2	SEBI (SCORES)	NIL	6	2	4	NIL	5.5
3	Stock Exchanges (if relevant)	NIL	NIL	NIL	NIL	NIL	NIL
4	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL	NIL
5	<b>Grand Total</b>	<b>NIL</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>NIL</b>	<b>5.5</b>

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

SN	Month	Carried forward from previous month	Received during the particular month	Resolved during the particular month *	Pending at the end of the Particular month #
1	January, 2024	NIL	6	2	4
2	December, 2023	NIL	NIL	NIL	NIL
3	November, 2023	NIL	NIL	NIL	NIL
4	October, 2023	NIL	NIL	NIL	NIL
5	September, 2023	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	<b>NIL</b>	<b>6</b>	<b>2</b>	<b>4</b>

<sup>^</sup> 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 office)-

SN	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	2024	NIL	6	2	4
2	2023	2	-	2	-
3	2022	NIL	3	1	2
4	2021	-	-	-	-
5	2020	-	-	-	-
	<b>Grand Total</b>	<b>2</b>	<b>9</b>	<b>5</b>	<b>6</b>

