



# HOLANI CONSULTANTS PRIVATE LTD.

"Creating Possibilities, Creating Value."

## INVESTOR GRIEVANCES REDRESSAL

Data for month ending December, 2021

| SN | Received from           | Carried forward from previous month | Received during the month | Total Pending | Resolved*  | Pending at the end of the month** |                                | Average Resolution time^ (in days) |
|----|-------------------------|-------------------------------------|---------------------------|---------------|------------|-----------------------------------|--------------------------------|------------------------------------|
|    |                         |                                     |                           |               |            | Pending for less than 3 months    | Pending for more than 3 months |                                    |
| 1  | 2                       | 3                                   | 4                         | 5             | 6          | 7                                 | 8                              |                                    |
| 1  | Directly from Investors | NIL                                 | NIL                       | NIL           | NIL        | NIL                               | NIL                            |                                    |
| 2  | SEBI (SCORES)           | NIL                                 | NIL                       | NIL           | NIL        | NIL                               | NIL                            |                                    |
| 3  | Stock Exchanges         | NIL                                 | NIL                       | NIL           | NIL        | NIL                               | NIL                            |                                    |
| 4  | Other Sources (if any)  | NIL                                 | NIL                       | NIL           | NIL        | NIL                               | NIL                            |                                    |
|    | <b>Grand Total</b>      | <b>NIL</b>                          | <b>NIL</b>                | <b>NIL</b>    | <b>NIL</b> | <b>NIL</b>                        | <b>NIL</b>                     |                                    |

## Trend of monthly disposal of complaints

| SN | Month              | Carried forward from previous month | Received   | Resolved*  | Pending**  |
|----|--------------------|-------------------------------------|------------|------------|------------|
| 1  | 2                  | 3                                   | 4          | 5          | 6          |
| 1  | December-2021      | NIL                                 | NIL        | NIL        | NIL        |
| 2  | January-2022       | -                                   | -          | -          | -          |
| 3  | February-2022      | -                                   | -          | -          | -          |
| 4  | March-2022         | -                                   | -          | -          | -          |
| 5  | April-2022         | -                                   | -          | -          | -          |
|    | <b>Grand Total</b> | <b>NIL</b>                          | <b>NIL</b> | <b>NIL</b> | <b>NIL</b> |

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should include total complaints pending as on the last day of the month, if any.

^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.





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## Trend of annual disposal of complaints

| SN | Year               | Carried forward<br>From previous year | Received during<br>the year | Resolved<br>During the year | Pending at the<br>end of the year |
|----|--------------------|---------------------------------------|-----------------------------|-----------------------------|-----------------------------------|
| 1  | 2021-22            | -                                     | -                           | -                           | -                                 |
| 2  | 2022-23            | -                                     | -                           | -                           | -                                 |
| 3  | 2023-24            | -                                     | -                           | -                           | -                                 |
| 4  | 2024-25            | -                                     | -                           | -                           | -                                 |
| 5  | 2025-26            | -                                     | -                           | -                           | -                                 |
|    | <b>Grand Total</b> | -                                     | -                           | -                           | -                                 |

