



HOLANI CONSULTANTS PRIVATE LTD.

"Creating Possibilities, Creating Value."

INVESTOR GRIEVANCES REDRESSAL

(STOCK BROKING DIVISION)

Data for month ending April, 2022

| 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 |
| | Grand Total | NIL | NIL | NIL | NIL | NIL | | NIL |

Trend of monthly disposal of complaints

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

*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 From previous year | Received during the year | Resolved During the year | Pending at the end of the year |
|----|--------------------|---------------------------------------|-----------------------------|-----------------------------|-----------------------------------|
| 1 | 2021-22 | - | - | - | - |
| | Grand Total | - | - | - | - |

