



# HOLANI CONSULTANTS PRIVATE LTD.

“Creating Possibilities, Creating Value.”

## INVESTOR GRIEVANCES REDRESSAL (MERCHANT BANKING DIVISION)

### Details of Investors Complaints Data-

#### Data for the month ending March 31, 2022-

| 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                                 | NIL                                  | NIL                                   | NIL   | NIL                          | NIL  |
| 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>NIL</b>                           | <b>NIL</b>                            | <b>NIL</b>                                  | <b>NIL</b>                   | <b>NIL</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  | March, 2022        | NIL                                 | NIL                                  | NIL                                    | NIL  |
| 2  | February, 2022     | NIL                                 | NIL                                  | NIL                                    | NIL  |
| 3  | January, 2022      | -                                   | -                                    | -                                      | -  |
| 4  | December, 2021     | -                                   | -                                    | -                                      | -  |
| 5  | November, 2021     | -                                   | -                                    | -                                      | -  |
|    | <b>Grand Total</b> | <b>NIL</b>                          | <b>NIL</b>                           | <b>NIL</b>                             | <b>NIL</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.





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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  | 2022               | NIL                                | NIL                                 | NIL                                 | NIL                                       |
| 2  | 2021               | -                                  | -                                   | -                                   | -   |
| 3  | 2020               | -                                  | -                                   | -                                   | -   |
| 4  | 2019               | -                                  | -                                   | -                                   | -   |
| 5  | 2018               | -                                  | -                                   | -                                   | -   |
|    | <b>Grand Total</b> | <b>NIL</b>                         | <b>NIL</b>                          | <b>NIL</b>                          | <b>NIL</b>                                |

