



## SPFL Securities Limited

CIN No. : U74899DL1995PLC069581  
GSTIN No. : **09AABCS2452C1ZP**  
Member : NSEIL & BSE LTD.  
D P : NSDL & CDSL  
15/63-L, Civil Lines, Kanpur - 208001 (Uttar Pradesh)  
Ph. : 7376325889, 7376335889

### Annexure – C

### Investor Complaints Data-CDSL

Data for the month ending FEB 2024

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	Directly from Investors	0	2	0	2	0	0	0
2	SEBI (SCORES)	0	3	0	3	0	0	0
3	Depositories	0	1	0	1	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	<b>Grand Total</b>	0	6	0	6	0	0	0



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### Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	January-2023	0	0	0	0
2	February-2023	0	0	0	0
3	March-2023	0	1	1	0
4	April – 2023	0	0	0	0
5	May – 2023	0	0	0	0
6	June-2023	0	0	0	0
7	July-2023	0	0	0	0
8	Aug-2023	0	0	0	0
9	Sep-2023	0	1	1	0
10	Oct-2023	0	1	1	0
11	Nov-2023	0	2	2	0
12	Dec-2023	0	0	0	0
13	January-2024	0	1	1	0
14	February-2024	0	0	0	0
	<b>Grand Total</b>		<b>6</b>	<b>6</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.

### Trend of annual disposal of complaints

SN	Year	Carried forwards from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2023-24	0	6	6	0
	<b>Grand Total</b>		<b>6</b>	<b>6</b>	