

Investor Complaint Data for July, 2026

1	2	3	4	5	6	7		8
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	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	1	0	1	0	0	11
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	0	0	0	0	0	0	0

Trend of monthly disposal of complaints

1	2	3	4	6	6
SN	Month	Carried forward from previous month	Received	Resolved	Pending
1	May - 2025	0	0	0	0
2	June - 2025	0	0	0	0
3	July - 2025	0	0	0	0
4	August - 2025	0	1	0	1
5	September-2025	1	1	2	0
6	October - 2025	0	0	0	0
7	November-2025	0	0	0	0
8	December-2025	0	0	0	0

9	January	0	1	0	1
10	February	1	0	1	0
11	March	0	0	0	0
12	April	0	4	3	1
13	May	1	0	1	0
14	June	1	0	1	0
15	July	0	1	1	0
	Grand Total	4	8	9	3

*Should include complaints of previous months resolved in the current 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 forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	0	0	0	0
2	2018-19	0	0	0	0
3	2019-20	0	0	0	0
4	2020-21	0	0	0	0
5	2021-22	0	0	0	0
6	2022-23	0	0	0	0
7	2023-24	0	1	1	0
8	2024-25	0	9	9	0
9	2025-26	0	3	3	0
		Grand Total	3	3	0



Central Depository Services (India) Limited

Convenient □ Dependable □ Secure

COMMUNIQUE TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/POLCY/2021/589 December 25, 2021

DISCLOSURE OF INVESTOR CHARTER FOR DEPOSITORIES AND DEPOSITORY PARTICIPANTS

SEBI vide their letter no. SEBI/HO/MIRSD/DOP/OW/P/2021/37347/1 dated December 15, 2021, has advised the Depository and Depository Participants (DPs) to bring the Investor Charter [refer **Annexure A**] and its linked contents [refer **Annexure B**], to the notice of their clients (existing as well as new clients) through disclosing the Investor Charter on their respective websites. Also, to make the investor charter available at prominent places in their office, provide a copy of Investor Charter as a part of account opening kit to the clients, through e-mails/letters etc.

CDSL, as a Depository has made the Investor Charter available on URL:
<https://www.cdslindia.com/Investors/InvestorCharter.html>.

Further, to bring about transparency in the Investor Grievance Redressal Mechanism, SEBI has decided that all the DPs shall disclose on their respective websites, the data on complaints received against them or against issues dealt by them and redressal thereof, latest by 7th of the succeeding month, as per the format enclosed [refer **Annexure C**]. The same shall come into effect from Friday **January 01, 2022**. These disclosure requirements are in addition to existing mandatory requirements.

DPs are advised to take note of the same and ensure compliance.

Queries regarding this communiqué may be addressed to **CDSL – Helpdesk**: on telephone numbers (022) 2305-8624, 2305-8639, 2305-8642, 2305-8663, 2305-8640, 2300-2041 or 2300-2033. Emails may be sent to:
helpdesk@cdslindia.com.

sd/-

Nilesh Shah
Asst. Vice President - Operations