

**Annexure – B****M/s . Basan Equity Broking Limited****Investor Complaints Data (September-2023 month ending)**

| <b>S<br/>N</b> | <b>Received<br/>from</b>             | <b>Carried<br/>forward<br/>from<br/>previous<br/>month</b> | <b>Received<br/>during the<br/>month</b> | <b>Total<br/>Pending</b> | <b>Resolv<br/>ed*</b> | <b>Pending at the endof<br/>the month**</b>      |   | <b>Average<br/>Resolution<br/>time^ (in<br/>days)</b> |
|----------------|--------------------------------------|--|--|--------------------------|-----------------------|--|---|---|
|                |                                      |  |  |                          |                       | <b>Pending<br/>for<br/>less than3<br/>months</b> | <b>Pending<br/>for more<br/>than 3<br/>months</b> |   |
| <b>1</b>       | <b>2</b>                             | <b>3</b>   | <b>4</b>                                 | <b>5</b>                 | <b>6</b>              | <b>7</b>   |   | <b>8</b>  |
| 1              | Directly<br>from<br>Investors        | 0  | 0  | 0                        | NA                    | 0  |   | 0   |
| 2              | SEBI<br>(SCORES)                     | 0  | 0  | 0                        | NA                    | 0  |   | 0   |
| 3              | Stock<br>Exchanges                   | 0  | 0  | 0                        | NA                    | 0  |   | 0   |
| 4              | Other<br>Sources<br>(CDSL &<br>NSDL) | 0  | 0  | 0                        | NA                    | 0  |   | 0   |
| 5              | <b>Grand<br/>Total</b>               | 0  | 0  | 0                        | NA                    | 0  |   | 0   |

**Trend of monthly disposal of complaints**

| <b>SN</b> | <b>Month</b>       | <b>Carried forward from month</b> | <b>Received</b> | <b>Resolved*</b> | <b>Pending**</b> |
|-----------|--------------------|-----------------------------------|-----------------|------------------|------------------|
| <b>1</b>  | <b>2</b>           | <b>3</b>                          | <b>4</b>        | <b>5</b>         | <b>6</b>         |
| 1         | April -2023        | 0                                 | 0               | NA               | 0                |
| 2         | May-2023           | 0                                 | 0               | NA               | 0                |
| 3         | June-2023          | 0                                 | 0               | NA               | 0                |
| 4         | July-2023          | 0                                 | 0               | NA               | 0                |
| 5         | Sept-2023          | 0                                 | 0               | NA               | 0                |
|           | <b>Grand Total</b> | 0                                 | 0               | 0                | 0                |

**Trend of annual disposal of complaints**

| <b>SN</b> | <b>Year</b>        | <b>Carried forward from year</b> | <b>Received during the year</b> | <b>Resolved during the year</b> | <b>Pending at the end of the year</b> |
|-----------|--------------------|----------------------------------|---------------------------------|---------------------------------|---------------------------------------|
| 1         | 2020-21            | 0                                | 11                              | 11                              | 0                                     |
| 2         | 2021-22            | 0                                | 6                               | 6                               | 0                                     |
| 3         | 2022-23            | 0                                | 1                               | 1                               | 0                                     |
| 4         | 2023-24            | 0                                | 0                               | 0                               | 0                                     |
|           | <b>Grand Total</b> | 0                                | 18                              | 18                              | 0                                     |