

# Indo Thai Securities Limited

**Regd. Office:** Capital Tower, 2<sup>nd</sup> Floor, Plots Nos. 169A-171, PU-4, Scheme No. 54, Indore (M.P.) - 452010

Annexure – C Format for Investor Complaints Data to be displayed by Depository Participants on their respective websites

Data for month ending October 2023:

Sr.No	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	1	0	1	0	0	1	NA
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depository	0	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	1	0	1	0	0	1	NA

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## Trend of monthly disposal of complaints:

Sr.No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-22	0	0	0	0
2	May-22	0	0	0	0
3	Jun-22	0	0	0	0
4	Jul-22	0	0	0	0
5	Aug-22	0	0	0	0
6	Sep-22	0	1	0	1
7	Oct-22	1	0	0	1
8	Nov-22	1	1	0	2
9	Dec-22	2	0	0	2
10	Jan-23	2	0	0	2
11	Feb-23	2	0	0	2
12	Mar-23	2	0	0	2
13	Apr-23	2	0	0	2
14	May-23	2	0	0	2
15	Jun-23	2	0	1	1
16	July-23	1	0	0	1
17	Aug-23	1	0	0	1
18	Sep-23	1	0	0	1
19	Oct-23	1	0	0	1

\*Includes complaints of previous months resolved in the current month, if any.

\*\*Includes 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.