

# 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 – B Format for Investor Complaints Data to be displayed by Stock Brokers on their respective websites

## Data for month ending January 2024:

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	0	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges	0	0	0	0	0	0	0
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:

Sr.No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1.	Jan-23	0	0	0	0
2.	Feb-23	0	0	0	0
3.	Mar-23	0	0	0	0

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4.	Apr-23	0	0	0	0
5.	May-23	0	0	0	0
6.	Jun-23	0	0	0	0
7.	July-23	0	0	0	0
8.	Aug-23	0	0	0	0
9.	Sep-23	0	0	0	0
10.	Oct-23	0	0	0	0
11.	Nov-23	0	0	0	0
12.	Dec-23	0	0	0	0
13.	Jan-24	0	0	0	0

## Trend of annual disposal of complaints

Sr.No.	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2018-19	0	0	0	0
2	2019-20	0	0	0	0
3	2020-21	0	3	2	1
4	2021-22	1	0	1	0
5	2022-23	0	2	0	2

\*Includes complaint of previous months resolved in the current month.

\*\*Includes total complaints pending as on the last day of the month.

^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.