

**Annexure - B**
**Data of complaints against Registrar and Share Transfer Agents (RTAs) to be displayed on their websites-**

Format for disclosing data of complaints on their website:

**Data for the month ending**

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	2	3	4	5	6	7		8
1	Directly from Investors							
2	SEBI (SCORES)							
3	Stock Exchanges (if relevant)							
4	Other Sources (if any)							
5	<b>Grand Total</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.

**Month – wise data for the current financial year\***

SN	Month	Carried forward from month	Received	Resolved	Pending
1	2	3	4	5	6
1	July, 2021				
2	August, 2021				
3	September, 2021				
4	October, 2021				
5	November, 2021				
6	December, 2021				
	<b>Grand Total</b>				

**Trend of annual (Calendar Year) disposal of complaints (for 5 years on rolling basis) \***

SN	Year	Carried forward from previous year	Received	Resolved	Pending
1	2017-18				
2	2018-19				
3	2019-20				
4	2020-21				
5	2021-22				
	<b>Grand Total</b>				

\*The data shall be emailed to [rta@sebi.gov.in](mailto:rta@sebi.gov.in)