भारतीय प्रतिभूति और विनिमय बोर्ड
Securities and Exchange Board of India

Annexure 7A: Format of Complaint data to be displayed by the Portfolio Managers

Format for investor complaints data to be disclosed by Portfolio Managers on their website on monthly basis:

Data for the month ending - _____

Sr. No.	Received from	Pending at the end of last month	Received	Resolved*	Total Pending#	Pending complaints > 3 months	Average Resolution time^ (in days)
1	Directly from Investors						
2	SEBI (SCORES)						
3	Other Sources (if any)						
	Grand Total						

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Trend of monthly disposal of complaints

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	April, YYYY				
2	May, YYYY				
3	June, YYYY				
4	……				
5	March, YYYY				
	Grand Total				

*Inclusive of complaints of previous months resolved in the current month.
#Inclusive of complaints pending as on the last day of the month

Trend of annual disposal of complaints

SN	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2018-19				

2	2019-20				
3	2020-21				
	Grand Total				

** Inclusive of complaints of previous years resolved in the current year.
Inclusive of complaints pending as on the last day of the year.