



**Annexure – B**

**Format for Investor Complaints Data to be displayed by Stock Brokers on their respective websites**

**Data for every month ending for May 2022 of VNS Finance & Capital Services Ltd**

S N	Receive d from	Carried forwar d from previou s month	Receive d during the month May 2022	Total Pendin g	Resolve d*	Pending of the		Average Resoluti on time^ (in days)
						end of month**	at the the	
1	2	3	4	5	6	Pendin g fo r less than 3 month s	Pendi n g for more than 3 month s	8
1	Directly from Investors	0	0	0	0	0	0	
2	SEBI (SCORE S)	0	0	0	0	0	0	
3	Stock Exchang es	0	0	0	0	0	0	
4	Other Sources (if any)	0	4	0	4	0	0	5 days
5	<b>Grand Total</b>	0	0	0	0	0	0	



**Trend of monthly disposal of complaints**

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April -2021	0	0	0	0
2	May- 2021	0	2	2	0
3	June-2021	0	3	3	0
4	July- 2021	0	1	1	0
5	August 2021	0	2	2	0
6	September 2021	0	0	0	0
7	October 2021	0	1	1	0
8	November 2021	0	2	2	0
9	December 2021	0	1	0	1
10	January 2022	1	3	4	0
11	February 2022	0	1	1	0
12	March 2022	0	1	1	0
13	April 2022	0	0	0	0
14	May 2022	0	4	4	0
	<b>Grand Total</b>	1	21	21	0

\*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.

**Trend of annual disposal of complaints**

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	0	12	12	0
2	2018-19	0	14	14	0
3	2019-20	0	6	6	0
4	2020-21	0	16	16	0
5	2021-22	0	17	17	0
6	2022-23	0	4	4	0
	<b>Grand Total</b>	0	65	65	0



भारतीय प्रतिभूति और विनियम बोर्ड  
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