

Annexure – B

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

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

S N	Receive d from	Carried forwar d from previou s month	Receive d during the month July 2022	Total Pendin g	Resolve d*	Pending at the		Average Resoluti on time^ (in days)
						end of month**	the	
						Pendin g fo r less than 3 month s	Pendi ng for more than 3 month s	
1	2	3	4	5	6	7		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	0	0	0	0	0	
5	Grand Total	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
15	June 2022	0	3	1	2
16	July 2022	0	0	0	0
	Grand Total	0	24	22	2

*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	7	5	2
	Grand Total	0	68	66	2

