

## Annexure C

### Complaints against SBI-SG Global Securities Services Pvt. Ltd. (DP – NSDL & CDSL)

#### Data for the Month ending Dec 2024

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	
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
1	Directly from Investors	0	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	0	0	0	0	0	0
4	Other Sources (ifany)	0	0	0	0	0	0	0
<b>5</b>	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

#### Trend of monthly disposal of complaints for the Financial Year

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	April 2024	0	0	0	0
2	May 2024	0	0	0	0
3	June 2024	0	0	0	0
4	July 2024	0	0	0	0
5	Aug 2024	0	0	0	0
6	Sep 2024	0	0	0	0
7	Oct 2024	0	0	0	0
8	Nov 2024	0	0	0	0
9	Dec 2024	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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.

#### **SBI-SG Global Securities Services Pvt. Ltd.**

A Joint Venture of State Bank of India & Société Générale

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 GST No. : 27AAMCS4727R1ZF

<sup>^</sup>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 (FY) disposal of complaints (For 3 years on rolling basis)-**

<b>SN</b>	<b>Year</b>	<b>Carried from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2022-23	0	0	0	0
2	2023-24	0	0	0	0
3	2024-25	0	0	0	0
	<b>Grand Total</b>	0	0	0	0

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