

Annexure C

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

Data for the Month ending March 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	
1	2	3	4	5	6	7		8
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 (if any)	0	0	0	0	0	0	0
5	Grand Total	0	0	0	0	0	0	0

Trend of monthly disposal of complaints for the Financial Year

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April 2023	0	0	0	0
2	May 2023	0	0	0	0
3	Jun 2023	0	0	0	0
4	Jul 2023	0	0	0	0
5	Aug 2023	0	0	0	0
6	Sep 2023	0	0	0	0
7	Oct 2023	0	0	0	0
8	Nov 2023	0	0	0	0

SBI-SG Global Securities Services Pvt. Ltd.

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Regd. & Corporate Off.: "B Wing" "Jeevan Seva" Annexe Bldg.,
Ground Floor, S.V. Road, Santacruz (West), Mumbai, Maharashtra,
India, 400054

Tel. : +91-22-4206 6166 / 2610 5910
Fax : +91-22-2610 8574 / 2610 8726
Email ID : sbicsl@sbigcsl.co.in

Visit us at : www.sbigcsl.co.in
CIN: U74900MH2008PTC182269
GST No. : 27AAMCS4727R1ZF

9	Dec 2023	0	0	0	0
10	Jan 2024	0	0	0	0
11	Feb 2024	0	0	0	0
12	March 2024	0	0	0	0
	Grand Total	0	0	0	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 (FY) disposal of complaints (For 3 years on rolling basis)-

SN	Year	Carried from previous year	Received during the year	Resolved during the year	Pending at the end of theyear
1	2021-22	0	0	0	0
2	2022-23	0	0	0	0
3	2023-24	0	0	0	0
	Grand Total	0	0	0	0

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Fax : +91-22-2610 8574 / 2610 8726
Email ID : sbicssl@sbigcsl.co.in

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