

# TREND OF MONTHLY COMPLAINTS DISPOSAL

**BY: DEPOSITORY PARTICIPANT**

**DEPOSITORY PARTICIPANT - O. J. FINANCIAL SERVICES LTD**

| S.No. | Month              | Carried forward from previous month | Received during the month | Resolved* | Pending** |
|-------|--------------------|-------------------------------------|---------------------------|-----------|-----------|
| 1     | 2                  | 3                                   | 4                         | 5         | 6         |
| 1     | April-2025         | 0                                   | 0                         | 0         | 0         |
| 2     | May-2025           | 0                                   | 0                         | 0         | 0         |
| 3     | June-2025          | 0                                   | 0                         | 0         | 0         |
| 4     | July-2025          | 0                                   | 0                         | 0         | 0         |
| 5     | August-2025        | 0                                   | 0                         | 0         | 0         |
| 6     | September-2025     | 0                                   | 0                         | 0         | 0         |
| 7     | October-2025       | 0                                   | 0                         | 0         | 0         |
| 8     | November-2025      | 0                                   | 0                         | 0         | 0         |
|       |                    |                                     |                           |           |           |
|       |                    |                                     |                           |           |           |
|       |                    |                                     |                           |           |           |
|       |                    |                                     |                           |           |           |
|       | <b>Grand Total</b> | 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.**