**SWASTIKA INVESTMART LIMITED**

**ANNEXURE- 'B'**

**Investor's Complaints Data by Stock Brokers**

**Data for every month ending:(Oct,2026)**

| 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** | **Directly from Investors** | 0 | 0 | 0 | 0 | 0 | 0 | 15 |
| **2** | **SEBI (SCORES)** | 3 | 3 | 4 | 2 | 2 | 0 | 15 |
| **3** | **Stock Exchanges** | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **4** | **Other Sources (if any)** | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | **Grand Total** | **3** | **3** | **4** | **2** | **2** | **0** | **18** |

**Trend of monthly disposal of complaints**

| SN | Month | Carried Forward from previous month | Received | Resolved | Pending |
|---|---|---|---|---|---|
| 1 | June-25 | 8 | 6 | 7 | 7 |
| 2 | July-25 | 7 | 2 | 3 | 6 |
| 3 | Aug-25 | 6 | 4 | 4 | 6 |
| 4 | Sep-25 | 6 | 5 | 4 | 7 |
| 5 | Oct-25 | 7 | 3 | 8 | 2 |
| 6 | Nov-25 | 2 | 4 | 1 | 5 |
| 7 | Dec-25 | 5 | 1 | 3 | 3 |
| 8 | Jan-26 | 3 | 3 | 4 | 2 |
| 9 | Feb-26 | 2 | 3 | 1 | 4 |
| 10 | Mar-26 | 4 | 2 | 5 | 1 |
| 11 | Apr-26 | 1 | 2 | 1 | 2 |
| 12 | May-26 | 2 | 2 | 1 | 3 |
| 13 | June-26 | 3 | 1 | 3 | 1 |
| 14 | July-26 | 1 | 2 | 2 | 1 |
| 15 | Aug-26 | 1 | 3 | 3 | 1 |
| 16 | Sep-26 | 1 | 4 | 2 | 3 |
| 17 | Oct-26 | 3 | 3 | 2 | 4 |

*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

**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 | 2021-22 | 4 | 105 | 100 | 9 |
| 2 | 2022-23 | 9 | 105 | 106 | 8 |
| 3 | 2023-24 | 8 | 90 | 95 | 3 |
| 4 | 2024-25 | 3 | 95 | 90 | 8 |
| 5 | 2025-26 | 8 | 41 | 48 | 1 |
| 6 | 2026-27 | 1 | 17 | 14 | 4 |