



SPFL Securities Limited

CIN No. : U74899DL1995PLC069581
GSTIN No. : 09AABCS2452C1ZP
Member : NSEIL & BSE LTD.
D P : NSDL & CDSL
15/63-L, Civil Lines, Kanpur - 208001 (Uttar Pradesh)
Ph. : 7376325889, 7376335889

Annexure – C

Investor Complaints Data-NSDL

Data for the month ending FEB-2025

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	3	0	3	0	0	0
2	SEBI (SCORES 2.0)	0	3	0	3	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	6	0	6	0	0	0



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Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	January-2023	0	0	0	0
2	February-2023	0	0	0	0
3	March-2023	0	0	0	0
4	April – 2023	0	0	0	0
5	May – 2023	0	0	0	0
6	June-2023	0	0	0	0
7	July-2023	0	1	1	0
8	Aug-2023	0	0	0	0
9	Sep-2023	0	0	0	0
10	Oct-2023	0	1	1	0
11	Nov-2023	0	1	1	0
12	Dec-2023	0	1	1	0
13	January-2024	0	0	0	0
14	February-2024	0	0	0	0
15	March-2024	0	2	2	0
16	April-2024	0	0	0	0
17	May-2024	0	0	0	0
18	June-2024	0	0	0	0
19	July-2024	0	0	0	0
20	August-2024	0	0	0	0
21	September-2024	0	0	0	0
22	Oct-2024	0	0	0	0
23	Nov-2024	0	0	0	0
24	Dec-2024	0	0	0	0
25	Jan-2025	0	0	0	0
26	Feb-2025	0	0	0	0
	Grand Total		6	6	

*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.



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Trend of annual disposal of complaints

SN	Year	Carried forwards from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2023-24	0	4	4	0
2	2024-25	0	2	2	0
	Grand Total		6	6	