

ANNEXURE - C

Investors complaints' Data for Vishwas Fincap Services Pvt Ltd.-DP

Data for every Month Ending on 30.11-2023

| Sr. No. | 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 | NIL | NIL | NIL | NIL | NIL | | NA |
| 2 | SEBI (SCORES) | NIL | NIL | NIL | NIL | NIL | | NA |
| 3 | Depositories | NIL | NIL | NIL | NIL | NIL | | NA |
| 4 | Other Sources (if any) | NIL | NIL | NIL | NIL | NIL | | NA |
| 5 | Grand Total | NIL | NIL | NIL | NIL | NIL | | NA |

Trende of monthly disposal of complaints

| Sr. No. | Month | Carried forward from Previous month | Received | Resolved* | Pending** |
|----------------|--------------|--|-----------------|------------------|------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Apr-21 | 0 | 0 | 0 | 0 |
| 2 | May-21 | 0 | 0 | 0 | 0 |
| 3 | Jun-21 | 0 | 0 | 0 | 0 |
| 4 | Jul-21 | 0 | 0 | 0 | 0 |
| 5 | Aug-21 | 0 | 0 | 0 | 0 |
| 6 | Sep-21 | 0 | 0 | 0 | 0 |
| 7 | Oct-21 | 0 | 0 | 0 | 0 |
| 8 | Nov-21 | 0 | 0 | 0 | 0 |
| 9 | Dec-21 | 0 | 0 | 0 | 0 |
| 10 | Jan-22 | 0 | 0 | 0 | 0 |
| 11 | Feb-22 | 0 | 0 | 0 | 0 |
| 12 | Mar-22 | 0 | 2 | 2 | 0 |
| 13 | Apr-22 | 0 | 0 | 0 | 0 |
| 14 | May-22 | 0 | 0 | 0 | 0 |
| 15 | Jun-22 | 0 | 0 | 0 | 0 |
| 16 | Jul-22 | 0 | 0 | 0 | 0 |
| 17 | Aug-22 | 0 | 0 | 0 | 0 |
| 18 | Sep-22 | 0 | 0 | 0 | 0 |
| 19 | Oct-22 | 0 | 0 | 0 | 0 |
| 20 | Nov-22 | 0 | 0 | 0 | 0 |
| 21 | Dec-22 | 0 | 0 | 0 | 0 |
| 22 | Jan-23 | 0 | 0 | 0 | 0 |
| 23 | Feb-23 | 0 | 0 | 0 | 0 |
| 24 | Mar-23 | 0 | 0 | 0 | 0 |
| 25 | Apr-23 | 0 | 0 | 0 | 0 |
| 26 | May-23 | 0 | 0 | 0 | 0 |
| 27 | June-23 | 0 | 0 | 0 | 0 |

| | | | | | |
|----|---------|---|---|---|---|
| 26 | July-23 | 0 | 0 | 0 | 0 |
| 27 | Aug-23 | 0 | 0 | 0 | 0 |
| 28 | Sep-23 | 0 | 0 | 0 | 0 |
| 29 | Oct-23 | 0 | 0 | 0 | 0 |
| 30 | Nov-23 | 0 | 0 | 0 | 0 |

* Should includes 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 complaints in the current month divided by total number of complaints resolved in the current month.

Trend of annual disposal of complaints

| Sr. No. | year | Carried forward from Previous month | Received during the year | Resolved during the year | Pending at the end the year |
|---------|----------------|-------------------------------------|--------------------------|--------------------------|-----------------------------|
| 1 | 2017-18 | 0 | 4 | 4 | 0 |
| 2 | 2018-19 | 0 | 0 | 0 | 0 |
| 3 | 2019-20 | 0 | 0 | 0 | 0 |
| 4 | 2020-21 | 0 | 0 | 0 | 0 |
| 5 | 2021-22 | 0 | 0 | 0 | 0 |
| 6 | 2022-23 | NIL | NIL | NA | NA |
| 7 | 2022-23 | NIL | NIL | NA | NA |