

Annexure B

Format for Investor Complaints Data to be displayed by Stock Brokers on their respective websites.

Data for every month ending

Sr.	Received From	C/f	Received during the month	Total Pending	Resolved	Pending at the end of month		Average Resolution time in days
						Pending for less than 3 month	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors							
2	SEBI (SCORE S 2.0)							
3	Stock Exchanges							
4	Other Sources (if any)							
5	Grand Total							

Trend of monthly disposal of complaints

Sr. No	Month	Carried forward from previous month	Received	Resolved	Pending
1	2	3	4	5	6
1	April 2017	0	0	0	0
2	May 2017	0	0	0	0
3	June 2017	0	0	0	0
4	July 2017	0	0	0	0
5	Aug 2017	0	0	0	0
6	September 2017	0	0	0	0
7	October 2017	0	0	0	0
8	November 2017	0	0	0	0

9	December 2017	0	0	0	0
10	January 2018	0	0	0	0
11	February 2018	0	0	0	0
12	March 2018	0	0	0	0
13	April 2018	0	0	0	0
14	May 2018	0	0	0	0
15	June 2018	0	0	0	0
16	July 2018	0	0	0	0
17	Aug 2018	0	0	0	0
18	September 2018	0	0	0	0
19	October 2018	0	0	0	0
20	November 2018	0	0	0	0
21	December 2018	0	0	0	0
22	January 2019	0	0	0	0
23	February 2019	0	0	0	0
24	March 2019	0	0	0	0
25	April 2019	0	0	0	0
26	May 2019	0	0	0	0
27	June 2019	0	0	0	0
28	July 2019	0	0	0	0
29	Aug 2019	0	0	0	0
30	September 2019	0	0	0	0
31	October 2019	0	0	0	0
32	November 2019	0	0	0	0
33	December 2019	0	0	0	0
34	January 2020	0	0	0	0
35	February 2020	0	0	0	0
36	March 2020	0	0	0	0
37	April 2020	0	0	0	0
38	May 2020	0	0	0	0
39	June 2020	0	0	0	0
40	July 2020	0	0	0	0
41	Aug 2020	0	0	0	0
42	September 2020	0	0	0	0
43	October 2020	0	0	0	0
44	November 2020	0	0	0	0
45	December 2020	0	0	0	0
46	January 2021	0	0	0	0
47	February 2021	0	0	0	0
48	March 2021	0	0	0	0
49	April 2021	0	0	0	0
50	May 2021	0	0	0	0
51	June 2021	0	0	0	0
52	July 2021	0	0	0	0
53	Aug 2021	0	0	0	0
54	September 2021	0	0	0	0
55	October 2021	0	0	0	0
56	November 2021	0	0	0	0
57	December 2021	0	0	0	0

58	January 2022	0	0	0	0
59	February 2022	0	0	0	0
60	March 2022	0	0	0	0
61	April 2022	0	0	0	0
62	May 2022	0	0	0	0
63	June 2022	0	0	0	0
64	July 2022	0	0	0	0
65	Aug 2022	0	0	0	0
66	September 2022	0	0	0	0
67	October 2022	0	0	0	0
68	November 2022	0	0	0	0
69	December 2022	0	0	0	0
70	January 2023	0	0	0	0
71	February 2023	0	0	0	0
72	March 2023	0	0	0	0
73	April 2023	0	0	0	0
74	May 2023	0	0	0	0
75	June 2023	0	0	0	0
76	July 2023	0	0	0	0
77	Aug 2023	0	0	0	0
78	September 2023	0	0	0	0
79	October 2023	0	0	0	0
80	November 2023	0	0	0	0
81	December 2023	0	0	0	0
82	January 2024	0	0	0	0
83	February 2024	0	0	0	0
84	March 2024	0	0	0	0
85	April 2024	0	0	0	0
86	May 2024	0	0	0	0
87	June 2024	0	0	0	0
88	July 2024	0	0	0	0
89	Aug 2024	0	0	0	0
90	September 2024	0	0	0	0
91	October 2024	0	0	0	0
92	November 2024	0	0	0	0
93	December 2024	0	0	0	0
94	January 2025	0	0	0	0
95	February 2025	0	0	0	0
96	March 2025	0	0	0	0
97	April 2025	0	0	0	0
98	May 2025	0	0	0	0
99	June 2025	0	0	0	0
100	July 2025	0	0	0	0
101	August 2025	0	0	0	0
102	September 2025	0	0	0	0
103	October 2025	0	0	0	0
104	November 2025	0	0	0	0
105	December 2025	0	0	0	0
106	January 2026	0	0	0	0

107	February 2026	0	0	0	0
108	March 2026	0	0	0	0
109	April 2026	0	0	0	0
	Grand Total	0	0	0	0

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	2017-18	0	0	0	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	0	0	0	0
7	2023-24	0	0	0	0
8	2024-25	0	0	0	0
9	2025-26	0	0	0	0
10	2026-27 (till April 26)	0	0	0	0
	Grand Total	0	0	0	0

Annexure- A

ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Working Hours
Customer Care	MANOJ JAIN	5 CLIVE ROW, 4 TH FLOOR, ROOM NO. 82-84, KOL-1	40070831 manoj@geebeesec.com	Monday to Friday 9 A.M to 6.00 PM
Head of Customer Care	RAJESH JHUNJHUNWALA	5 CLIVE ROW, 4 TH FLOOR, ROOM NO. 82-84, KOL-1	40080322 rajesh@geebeesec.com	Monday to Friday 9 A.M to 6.00 PM
Compliance Officer	RAKESH KUMAR BAID	5 CLIVE ROW, 4 TH FLOOR, ROOM NO. 82-84, KOL-1	9433002201 rakesh@geebeesec.com	Monday to Friday 9 A.M to 6.00 PM
Director	RAKESH KUMAR BAID	5 CLIVE ROW, 4 TH FLOOR, ROOM NO. 82-84, KOL-1	9433002201 rakesh@geebeesec.com	Monday to Friday 9 A.M to 6.00 PM

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> or Exchange at <https://www.mcxindia.com/Investor-Services/> https://www.bseindia.com/static/investors/Complaint_against_Companies.aspx/ <https://www.nseindia.com/complaints/file-a-complaint-online>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.