



Taurus Group

INVESTOR CHARTER-Merchant Bankers-Debt Market

TAURUS CORPORATE ADVISORY SERVICES LIMITED

Member: SEBI-Category I-Merchant Banker

Reg No. MB/INM000011740

COMPLAINTS DATA

❖ PREFACE:

SEBI vide its circular No. SEBI/HO/DDHS/P/CIR/2021/0669 dated November 26, 2021 on the subject Publishing Investor Charter and Disclosure of Complaints by Merchant Bankers on their Websites – Debt Market on their websites issued guidelines for enhancing Investor awareness, about the various activities which an investor deals with while availing the services provided by Merchant Bankers in Debt Market.

Accordingly, as per the Annexure B of the said circular, the details are as below.

Data for the month ending – March -2024

Sr. No.	Received from	Pending at the end of last month	Received during particular month	Resolved during particular month*	Total Pending during particular month#	Pending complaints > 1month	Average Resolution time^ (in days)
01.	Directly from Investors	0	0	0	0	0	0
02.	SEBI (SCORES)	0	0	0	0	0	0
03.	Stock Exchanges (if relevant)	0	0	0	0	0	0
04.	Other Sources (if any)	0	0	0	0	0	0
	Grand Total	0	0	0	0	0	0



Trend of monthly disposal of complaints for the financial year:

Sr. No.	Month	Carried forward from previous month	Received during particular month	Resolved during particular month *	Pending at the end of particular month #
01.	April-2023	0	0	0	0
02.	May-2023	0	0	0	0
03.	June-2023	0	0	0	0
04.	July-2023	0	0	0	0
05.	August-2023	0	0	0	0
06.	September-2023	0	0	0	0
07.	October -2023	0	0	0	0
08.	November-2023	0	0	0	0
09.	December-2023	0	0	0	0
10.	January-2024	0	0	0	0
11.	February-2024	0	0	0	0
12.	March-2024	0	0	0	0
	Grand Total	0	0	0	0

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

* Inclusive of complaints of previous months resolved in the current month.

Inclusive of complaints pending as on the last day of the month.

Trend of annual (financial year) disposal of complaints (for 3 years on rolling basis)

Sr. No.	Year	Carried forward from previous year	Received during particular year	Resolved during particular year	Pending at the end of particular year
01.	2019-20	0	0	0	0
02.	2020-21	0	0	0	0
03.	2021-22	0	0	0	0
04.	2022-23	0	0	0	0
05.	2023-24	0	0	0	0
	Grand Total	0	0	0	0