



Taurus Group

INVESTOR CHARTER-Depository Participants

TAURUS CORPORATE ADVISORY SERVICES LIMITED.

Member: CDSL –SEBI Reg No. IN-DP-646-2021
DP ID: 12094400

COMPLAINTS DATA

❖ **PREFACE:**

SEBI vide its circular No. SEBI/HO/FPIC/P/CIR/2021/691 dated December 17, 2021 on the subject Publishing of Investor Charter and disclosure of Investor Complaints by Depository Participants on their websites issued guidelines for enhancing Investor awareness, about the various activities which an investor deals with while availing the services provided by Depository Participants.

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

Data for the month ending –February-2024

Sr. No.	Received from	Pending at the end of the last month	Received during the month	Resolved during the month*	Pending at the end of the month**	Complaints Pending > 1 month	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)						
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 the month	Resolved during the month*	Pending at the end of the 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
	Grand Total	0	0	0	0

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

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

^ 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.

Trend of annual (FY) disposal of complaints (For 3 years on rolling basis)-

Sr. No.	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the 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