



Taurus Group

INVESTOR CHARTER-Stock Brokers TAURUS CORPORATE ADVISORY SERVICES LIMITED.

Member: NSE, BSE, MSEL, MCX
Single registration no.- INZ000258036

COMPLAINTS DATA

❖ PREFACE:

SEBI vide its circular No. SEBI/HO/MIRSD/DOP/P/CIR/2021/676 dated December 02, 2021 on the subject Publishing of Investor Charter and disclosure of Investor Complaints by Stock Brokers on their websites issued guidelines for enhancing Investor awareness, about the various activities which an investor deals with while availing the services provided by Stock Brokers.

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	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
01.	Directly from Investors	0	0	0	0	0	0	0
02.	SEBI (SCORES)	0	0	0	0	0	0	0
03.	Stock Exchanges							
04.	Other Sources (if any)	0	0	0	0	0	0	0
	Grand Total	0	0	0	0	0	0	0



Trend of monthly disposal of complaint

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
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

*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.

Trend of annual disposal of complaints

Sr. No.	Year	Carried forward from previous year	Received	Resolved	Pending
01.	2017-18	0	0	0	0
02.	2018-19	0	0	0	0
03.	2019-20	0	0	0	0
04.	2020-21	0	0	0	0
05.	2021-22	0	0	0	0
06.	2022-23	0	0	0	0
07.	2023-24	0	0	0	0
	Grand Total	0	0	0	0