

Beacon Trusteeship Limited

I. Complaints Data for the month ending January 31, 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	Directly from Investors	0	5	4	1	4	0	17
2	SEBI SCORES	0	0	0	0	0	0	0
3	Stock Exchanges	0	0	0	0	0	0	0
4	Other Sources	0	0	0	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>17</b>

\* 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.

II. Month wise complaints data on half yearly basis:

Sr. No.	Month	Carried forward from previous month	Received	Resolved	Pending
1	August 2023	5	4	3	6
2	September 2023	6	1	1	6
3	October 2023	6	1	2	5
4	November 2023	5	1	1	5
5	December 2023	5	1	6	0
6	January 2024	0	5	1	4
	<b>Grand Total</b>	<b>5</b>	<b>13</b>	<b>14</b>	<b>4</b>

III. Trend of annual disposal of complaints (for 5 years):

Sr. No.	Year	Carried forward from previous year	Received	Resolved	Pending
1	2019 - 2020	0	0	0	0
2	2020 - 2021	0	0	0	0
3	2021 - 2022	0	20	18	2
4	2022 - 2023	2	34	35	1
5	2023 - 2024	1	77	74	4
	<b>Grand Total</b>	<b>0</b>	<b>131</b>	<b>127</b>	<b>4</b>

