



CITY UNION BANK LIMITED

DEPOSITORY PARTICIPANT

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02 April 2024

Annexure C

Investor Complaints Data received by Depository Participant

Depository: NSDL

DP ID – IN303036 – City Union Bank

Data for the month ending March 2024

S.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	Nil	Nil	Nil	Nil	Nil	Nil	NA
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	Nil	NA
3	Depositories	Nil	Nil	Nil	Nil	Nil	Nil	NA
4	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	Nil	NA
5	Grand Total	Nil	Nil	Nil	Nil	Nil	Nil	NA

* Includes complaints of previous months resolved in the current month, if any.

** Includes 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 Monthly disposal of Complaints

S.No	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	April -2023	Nil	Nil	Nil	Nil
2	May-2023	Nil	Nil	Nil	Nil
3	June-2023	Nil	Nil	Nil	Nil
4	July-2023	Nil	Nil	Nil	Nil
5	Aug-2023	Nil	Nil	Nil	Nil
6	Sep-2023	Nil	Nil	Nil	Nil
7	Oct-2023	Nil	Nil	Nil	Nil
8	Nov-2023	Nil	Nil	Nil	Nil
9	Dec-2023	Nil	Nil	Nil	Nil
10	Jan-2024	Nil	Nil	Nil	Nil
11	Feb-2024	Nil	Nil	Nil	Nil
12	Mar-2024	Nil	Nil	Nil	Nil
	Grand Total				

Trend of Annual disposal of complaints

S.No	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	Nil	Nil	Nil	Nil
2	2018-19	Nil	Nil	Nil	Nil
3	2019-20	Nil	Nil	Nil	Nil
4	2020-21	Nil	Nil	Nil	Nil
5	2021-22	Nil	Nil	Nil	Nil
6	2022-23	Nil	Nil	Nil	Nil
7	2023-24	Nil	Nil	Nil	Nil
8	Grand Total	Nil	Nil	Nil	Nil

*Includes complaints of previous months resolved in the current month, if any.

