AUDIT TYPE = **BO Grievance Report**

AUDIT MONTH = **September-2025**

DP NAME (ID) = **101100 - MLB STOCK BROKING PRIVATE LIMITED**

Sr NO	Nature of Complaint	Pending at the BEGINNING of the month(No. of	No. of cases RECEIVED during the month	No. of cases RESOLVED during the month	No. of cases PENDING at the end	No. of cases PENDING for more than 21 days.	Reason for pendency as shown in column (E) (F)
I	Account Opening Related	0	0	0	0	0	
I a	Denial in opening an account	0	0	0	0	0	
I b	Account opened in another name than as requested	0	0	0	0	0	
I c	Non receipt of Account Opening Kit	0	0	0	0	0	
I d	Delay in activation/ opening of account	0	0	0	0	0	
I e	Non Receipt of copy of Rights & Obligations document/ Schedule A of Charges	0	0	0	0	0	
II	Demat/Remat Related	0	0	0	0	0	
II a	Delay in Dematerialisation request processing	0	0	0	0	0	
II b	Delay in Rematerialisation request processing	0	0	0	0	0	
II c	Delay in/ Non-Receipt of Original certificate after demat rejection	0	0	0	0	0	
II d	Non Acceptance of demat/remat request	0	0	0	0	0	
III	Transaction Statement Related	0	0	0	0	0	
III a	Delay in/ Non-Receipt of Statements from DP	0	0	0	0	0	
III b	Discrepancy in Transaction statement	0	0	0	0	0	
IV	Improper Service Related	0	0	0	0	0	
IV a	Insistence in Power of Attorney in its favour	0	0	0	0	0	
IV b	Deactivation/ Freezing/ Suspension related	0	0	0	0	0	
IV c	Defreezing related	0	0	0	0	0	
IV d	Transmission Related	0	0	0	0	0	
IV e	Pledge Related	0	0	0	0	0	
IV f	SMS Related	0	0	0	0	0	
IV g	Non-updation of changes in account (address/ signatories/ bank detail/ PAN/ Nomination etc.)	0	0	0	0	0	
V	Charges Related	0	0	0	0	0	
V a	Wrong/ Excess Charges	0	0	0	0	0	
V b	Charges paid but not credited	0	0	0	0	0	
V c	Charges for Opening/ closure of Account	0	0	0	0	0	
VI	Delivery Instruction Related (DIS)	0	0	0	0	0	
VI a	Non acceptance of DIS for transfer	0	0	0	0	0	

VI b	Delay in/ Non Execution of DIS	0	0	0	0	0	
VI c	Delay in Issuance / Reissuance of DIS Booklet	0	0	0	0	0	
VII	Account Closure	0	0	0	0	0	
VII a	Non closure/ delay in closure of account	0	0	0	0	0	
VII b	Closure of a/c without intimation by DP	0	0	0	0	0	
VIII	Manipulation/ Unauthorised Action	0	0	0	0	0	
VIII a	Unauthorised Transaction in account	0	0	0	0	0	
VIII b	Manipulation	0	0	0	0	0	
VIII c	Unauthorised changes in account (address/ signatories/ bank details/ PAN etc.)	0	0	0	0	0	
VIII d	Erroneous Transfer	0	0	0	0	0	
IX	Company / RTA related	0	0	0	0	0	
IX a	Action - Cash	0	0	0	0	0	
IX b	Action - Non-Cash	0	0	0	0	0	
IX c	Initial Public Offer / Follow-on Public Offer Related	0	0	0	0	0	
X	Others	0	0	0	0	0	

DP Signature

PREM RATAN BHAIYA

Digitally signed by PREM RATAN BHAIYA
Date: 2025.10.03 11:30:33 +05'30'