

AUDIT TYPE = BO Grievance Report

AUDIT MONTH = August-2025

DP NAME (ID) = 70300 - GLOBALWORTH SECURITIES 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

ANNEXURE – C

DATA FOR EVERY MONTH ENDING

S N	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
1	Directly From Investors	0	0	0	0	0		0
2	SEBI (SCORES)	0	0	0	0	0		0
3	Depositories	0	0	0	0	0		0
4	Other Sources (if any)	0	0	0	0	0		0
5	Grand Total	0	0	0	0	0		0

TREND OF MONTHLY DISPOSAL OF COMPLAINTS

SN	MONTH	CARRIED FORWARD FROM PREVIOUS MONTH	RECEIVED	RESOLVED*	PENDING**
1	2	3	4	5	6
1	APRIL-2025	NIL	NIL	NIL	NIL
2	MAY-2025	NIL	NIL	NIL	NIL
3	JUNE-2025	NIL	NIL	NIL	NIL
4	JULY-2025	NIL	NIL	NIL	NIL
5	AUGUST-2025	NIL	NIL	NIL	NIL
6	SEPTEMBER- 2025				
7	OCTOBER-2025				
8	NOVEMBER- 2025				
9	DECEMBER- 2025				
10	JANUARY- 2026				
11	FEBRUARY- 2026				
12	MARCH-2026				
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.....					
	GRAND TOTAL				

*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

SN	YEAR	CARRIED FORWORD FROM PREVIOUS YEAR	RECEIVED DURING THE YEAR	RESOLVED DURING THE YEAR	PENDING AT THE END OF THE YEAR
1	2017-2018	NIL	NIL	NIL	NIL
2	2018-2019	NIL	NIL	NIL	NIL
3	2019-2020	NIL	NIL	NIL	NIL
4	2020-2021	NIL	NIL	NIL	NIL
5	2021-2022	NIL	NIL	NIL	NIL
6	2022-2023	NIL	NIL	NIL	NIL
7	2023-2024	NIL	NIL	NIL	NIL
8	2024-2025	NIL	NIL	NIL	NIL
	GRAND TOTAL	NIL	NIL	NIL	NIL