Taurus Group

INVESTOR CHARTER-PMS

TAURUS TREASURY MANAGEMENT SERVICES PRIVATE LIMITED.
Member: SEBI-PORTFOLIO MANAGER
Reg No. PM/INP000004490

COMPLAINTS DATA

❖ **PREFACE:**

SEBI vide its circular No. SEBI/HO/IMD/IMD-II_DOF7/P/CIR/2021/681 dated December 10, 2021 on the subject Publishing of Investor Charter and disclosure of Investor Complaints by Portfolio Managers on their websites issued guidelines for enhancing Investor awareness, about the various activities which an investor deals with while availing the services provided by portfolio managers.

Accordingly, as per the Annexure B of the said circular, the details are as below.

Data for the month ending –October-2024

Sr. No.	Received from	Pending at the end of last month	Received	Resolved*	Total Pending#	Pending complaints > 3months	Average Resolution time^ (in days)
01.	Directly from Investors	0	0	0	0	0	0
02.	SEBI (SCORES)	0	0	0	0	0	0
03.	Other Sources (if any)	0	0	0	0	0	0
	Grand Total	0	0	0	0	0	0

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month

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Trend of monthly disposal of complaint

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
01.	April-2024	0	0	0	0
02.	May-2024	0	0	0	0
03.	June-2024	0	0	0	0
04.	July-2024	0	0	0	0
05.	August-2024	0	0	0	0
06.	September-2024	0	0	0	0
07.	October-2024	0	0	0	0
	Grand Total	0	0	0	0

*Inclusive of complaints of previous months resolved in the current month. #Inclusive of complaints pending as on the last day of the month.

Trend of annual disposal of complaints

Sr. No.	Year	Carried forward from previous year	Received	Resolved**	Pending##
01.	2018-19	0	0	0	0
02.	2019-20	0	0	0	0
03.	2020-21	0	1	1	0
04.	2021-22	0	0	0	0
05.	2022-23	0	3	3	0
06.	2023-24	0	0	0	0
07.	2024-25	0	0	0	0
	Grand Total	0	4	4	0

** Inclusive of complaints of previous years resolved in the current year. ## Inclusive of complaints pending as on the last day of the year