AXIS BANK

Complaints – NSDL

A. **Data for September 2026**

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	**2**	**3**	**4**	**5**	**6**	**7**		**8**
1	Directly from Investors	0	0	0	0	0	0	0
2	SEBI (SCORES)	0	1	0	1	0	0	1
3	Depositories	0	1	0	1	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	**Grand Total**	0	2	0	2	0	0	1

B. Trend of monthly disposal of complaints for the Financial Year – 2025-26

SN	Month	Carried forward from previous month	Received during the month	Resolved during the month*	Pending at the end of the month**
1	April-2026	0	1	1	0
2	May-2026	0	2	2	0
3	June-2026	0	8	7	1
4	July-2026	1	2	3	0
5	August-2026	0	2	2	0
6	September-2026	0	2	2	0
	Grand Total	**1**	**17**	**17**	**1**

* Inclusive of complaints of previous months resolved in the current month.

** Inclusive of complaints pending as on the last day of the month.

^ 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.

C. Trend of Annual (FY) disposal of complaints

SN	Month	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	4	366	353	17
2	2018-19	17	836	846	7
3	2019-20	7	390	397	0
4	2020-21	0	32	32	0
5	2021-22	0	37	37	0
6	2022-23	0	18	18	0
7	2023-24	0	20	19	1

SN	Month	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
8	2024-25	1	19	20	0
9	2025-26	0	22	22	0
	Grand Total	**29**	**1740**	**1744**	**25**