

## INVESTOR GRIEVANCES STATISTICS

July, 2009

### A) Complaints Against Companies listed on BSE:

TYPE OF COMPLAINTS	COMPLAINTS RECEIVED			COMPLAINTS RESOLVED		
	Against Active Companies	Against Suspended Companies	Total	Against Active Companies	Against Suspended Companies	Total
I	6	0	6	8	0	8
II	38	1	39	43	0	43
III	38	6	44	47	6	53
IV	232	26	258	175	29	204
V	9	1	10	9	0	9
<b>TOTAL</b>	<b>323</b>	<b>34</b>	<b>357</b>	<b>282</b>	<b>35</b>	<b>317</b>

The complaints are during the month, BSE Ltd. received 357 complaints against 228 listed companies. In the same period 317 complaints were resolved against 239 listed companies. These resolved complaints include complaints brought forward from the previous periods.

- Type I : Non-receipt of refund orders/allotment letters/stock invest.
- Type II : Non-receipt of dividend/interest
- Type III : Non-receipt of share/debenture certificates after transfer/endorsement/conversion and bonus shares.
- Type IV : Non-receipt of Annual Reports, right forms/interest on delayed receipt of refund order/dividend, etc.
- Type V : Non-receipt of credit with Depository Participants.

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**COMPANIES WITH HIGHEST NUMBER OF COMPLAINTS  
PENDING AS ON 31<sup>st</sup> JULY, 2009.**

Sr. No.	Company Name	Category	Number of complaints pending at the end the month
1	Vatsa Corporations Ltd.	Z	1054
2	Pentafour Products Ltd	Z	271
3	Mukerian Papers Ltd.	Z	170
4	Usha (India) Ltd.	Z	152
5	Panchmahal Cement Ltd.,	Z	151
6	Enkay Texfoods Industries Ltd.,	Z	151
7	Montari Industries Ltd.,	Z	131
8	Mesco Pharmaceuticals Ltd.	Z	123
9	Eastern Minning & Allied Ltd.	Z	101
10	Toheal Pharmachem Ltd.	Z	99

**Trading in the securities of the aforesaid companies has been suspended.**

**B) Arbitrations between Trading Members and Non-Trading Members.**

I	No. of Arbitrations pending at the beginning of the month	137
II	No. of Arbitrations received during the month	49
III	No. of Arbitrations decided during the month	66
IV	No. of Arbitrations pending at the end of the month	120
V	Agewise classification of Arbitrations stated in IV above:	
	i) < 3 months	100
	ii) 3 months to 6 months	15
	iii) > 6 months	5