## **IDBI Trusteeship Services Ltd.**

CIN: U65991MH2001GOI131154



5th December, 2025

#### **DISCLOSURE OF COMPLAINTS**

Data for the month ending 30th November, 2025: -

| Sr.         | Received from   | Carried     | Received | Total    | Resolved* | Pending at the end |          | Average   |
|-------------|-----------------|-------------|----------|----------|-----------|--------------------|----------|-----------|
| No.         |                 | forwardfrom | during   | Pending# |           | of the month**     |          | Resolutio |
|             |                 | previous    | the      |          | _         |                    |          | ntime^    |
|             |                 | month       | month    |          |           |                    |          | (in days) |
| v           |                 |             | a        |          |           | Pending            | Pending  |           |
|             | ,               |             |          |          |           | for less           | for more |           |
|             |                 |             |          |          |           | than 3             | than 3   |           |
|             |                 |             |          | a a      |           | months             | months   |           |
| 1           | Directly from   | 0           | 0        | 0        | 0         | 0                  | 0        | 0         |
|             | Investors       |             |          | 201      |           |                    |          | ,         |
| 2           | SEBI (SCORES)   | 0           | . 0      | 0 .      | 0         | 0                  | 0        | 0         |
| 3           | Stock Exchanges | 0           | 0        | 0        | 0         | 0                  | 0        | 0         |
|             | (if relevant)   |             |          |          |           |                    |          |           |
| 4           | Other Sources   | 0           | 0        | 0        | 0         | 0                  | 0        | 0         |
|             | (if             |             |          |          |           |                    |          |           |
|             | any)            |             |          |          |           |                    |          |           |
| Grand Total |                 | 00          | 00       | 00       | 00        | 0                  | 0        | 0         |
|             |                 |             |          |          |           |                    |          |           |
|             |                 |             |          |          |           |                    |          |           |

<sup>\*</sup> Includes complaints of previous months resolved in the current month, if any.

For IDBI Trusteeship Services Limited

Vishnu Kumar Sah AVP - Compliance Head

<sup>\*\*</sup>Includes total complaints pending as on the last day of the month, if any.

<sup>^</sup>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.

# **IDBI Trusteeship Services Ltd.**

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#### Month - wise complaints data as on 30th November, 2025:

| SN          | Month           | Carried forward<br>from previous<br>month | Received | Resolved | Pending |
|-------------|-----------------|---|----------|----------|---------|
| 1.          | April, 2025     | 0   | 1        | 1        | 0       |
| 2.          | May, 2025       | 0   | 0        | 0        | 0 -     |
| 3.          | June, 2025      | 0   | 1        | 1        | 0       |
| 4.          | July, 2025      | 0   | 2        | 2        | 0       |
| 5.          | August, 2025    | 0   | 0        | 0        | 0       |
| 6.          | September, 2025 | 0   | 0        | 0        | 0       |
| 7.          | October, 2025   | 0   | 0        | 0        | 0       |
| 8.          | November, 2025  | 0   | 0        | 0        | 0       |
| Grand Total |                 | 00  | 00 04    |          | 00      |

### Trend of annual (Financial Year) disposal of complaints (for 5 years on rolling basis)

| SN | Year        | Carried forward    | Received | Resolved | Pending |
|----|-------------|--------------------|----------|----------|---------|
|    |             | from previous year |          |          |         |
| 1  | 2021-22     | 0                  | 42       | 42       | 0       |
| 2  | 2022-23     | 0                  | 8        | 8        | 0       |
| 3  | 2023-24     | 0                  | 22       | 22       | 0       |
| 4  | 2024-25     | 0                  | 06       | 06       | 0       |
| 5  | 2025-26     | . 0                | 04       | 04       | 0       |
|    | Grand Total | 0                  | 82       | 82       | 0       |

For IDBI Trusteeship Services Limited ....,

Vishnu Kumar Sah AVP - Compliance Head