

5<sup>th</sup> May, 2023DISCLOSURE OF COMPLAINTS

Data for the month ending April, 2023:-

| Sr. 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 <sup>^</sup> (in days) |
|--------------------|-------------------------------|-------------------------------------|---------------------------|----------------|-----------|-----------------------------------|--------------------------------|------------------------------------------------|
|                    |                               |                                     |                           |                |           | Pending for less than 3 months    | Pending for more than 3 months |                                                |
| 1                  | Directly from Investors       | -                                   | -                         | -              | -         | -                                 | -                              | -                                              |
| 2                  | SEBI (SCORES)                 | -                                   | 8 <sup>1</sup>            | 0              | 8         | -                                 | -                              | -                                              |
| 3                  | Stock Exchanges (if relevant) | -                                   | -                         | -              | -         | -                                 | -                              | -                                              |
| 4                  | Other Sources (if any)        | -                                   | -                         | -              | -         | -                                 | -                              | -                                              |
| <b>Grand Total</b> |                               | -                                   | 8                         | 0              | 8         | -                                 | -                              | -                                              |

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

\*\*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.

For IDBI Trusteeship Services Limited




Sneha Jadhav  
Compliance officer

<sup>1</sup> Complaints received during the month by ITSL have been responded and action taken status has been updated on SCORES.

Month - wise complaints data on half yearly basis:

| SN          | Month          | Carried forward from previous month | Received | Resolved | Pending |
|-------------|----------------|-------------------------------------|----------|----------|---------|
| 1.          | November, 2022 | -                                   | 1        | 1        | -       |
| 2.          | December, 2022 | -                                   | 0        | 0        | -       |
| 3.          | January, 2023  | -                                   | 0        | 0        | -       |
| 4.          | February, 2023 | -                                   | 0        | 0        | -       |
| 5.          | March, 2023    | -                                   | 0        | 0        | -       |
| 6.          | April, 2023    | -                                   | 8        | 8        | -       |
| Grand Total |                | -                                   | 9        | 9        | -       |

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

| SN          | Year     | Carried forward from previous year | Received | Resolved | Pending |
|-------------|----------|------------------------------------|----------|----------|---------|
| 1           | 2019-20  | -                                  | 95       | 95       | -       |
| 2           | 2020-21  | -                                  | 111      | 111      | -       |
| 3           | 2021-22  | -                                  | 42       | 42       | -       |
| 4           | 2022-23  | -                                  | 8        | 8        | -       |
| 5           | 2023-24* | -                                  | 8        | 8        | -       |
| Grand Total |          | NIL                                | 264      | 264      | NIL     |

\*The status of complaints are as on 30.04.2023.

For IDBI Trusteeship Services Limited



Sneha Jadhav  
Compliance officer