## **IDBI Trusteeship Services Ltd.**

CIN: U65991MH2001GOI131154



## DISCLOSURE OF COMPLAINTS

Data for the month ending December 2021:-

Sr. No.	Receivedfrom	Carried Received forward during from the previous month	Total Pending#	Resolved*	Pending at the end ofthe month**		Average Resolution time^ (in days)	
						Pending for less than 3 months	Pendin for more than 3 months	
1	Directly from Investors	-	-	-	-		-	-
2	SEBI (SCORES)	-	5	-	5			3
3	Stock Exchanges (if relevant)	-	-	-	-		-	-
4	Other Sources (if any)	-	-	-	-		-	-
5	Grand Total	-	5	-	5		-	3

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

Website: www.idbitrustee.com

<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.**

CIN: U65991MH2001GOI131154



## Month – wise complaints data on half yearly basis:

SN	Month	Carried forward from previous month	Received	Resolved	Pending
1	July, 2021	1	3	4	-
2	August, 2021	-	6	6	-
3	September, 2021	-	-	-	-
4	October, 2021	-	2	2	_
5	November, 2021	-	5	5	-
6	December, 2021	-	5	5	-
	Grand Total	1	21	22	-

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	2017-18	-	-	-	•
2	2018-19	-	1	1	-
3	2019-20	-	95	95	-
4	2020-21		111	111	-
5	2021-22*		30	30	-
	Grand Total	NIL	237	237	NIL



