

7<sup>th</sup> August, 2023

DISCLOSURE OF COMPLAINTS

Data for the month ending July, 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^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	Directly from Investors	-	-	-	-	-	-	-
2	SEBI (SCORES)	-	-	-	-	-	-	-
3	Stock Exchanges (if relevant)	-	-	-	-	-	-	-
4	Other Sources (if any)	-	-	-	-	-	-	-
<b>Grand Total</b>		-	-	-	-	-	-	-

\* 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.

^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



Ritobrata Mitra  
Compliance Head



Month – wise complaints data on half yearly basis:

SN	Month	Carried forward from previous month	Received	Resolved	Pending
1.	February, 2023	-	0	0	-
2.	March, 2023	-	0	0	-
3.	April, 2023	-	8	8	-
4.	May,2023	-	10	10	-
5.	June,2023	-	3	3	-
6.	July,2023	-	0	0	-
Grand Total		-	21	21	-

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*	-	21	21	-
Grand Total		NIL	277	277	NIL

\*The status of complaints are as on 31.07.2023

For IDBI Trusteeship Services Limited



Ritobrata Mitra  
Compliance Head