

3rd July, 2023

DISCLOSURE OF COMPLAINTS

Data for the month ending June, 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	0	3	-	-	-
3	Stock Exchanges (if relevant)	-	-	-	-	-	-	-
4	Other Sources (if any)	-	-	-	-	-	-	-
Grand Total		-	3	0	3	-	-	-

* 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**



Sneha Jadhav
Compliance officer

¹ 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.	January, 2023	-	0	0	-
2.	February, 2023	-	0	0	-
3.	March, 2023	-	0	0	-
4.	April, 2023	-	8	8	-
5.	May, 2023	-	10	10	-
6.	June, 2023	-	3	3	-
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 30.06.2023

For IDBI Trusteeship Services Limited



Sneha Jadhav
Compliance officer