

**61100 – IFCI FINANCIAL SERVICES LIMITED****Annexure C**

**Format for Investor Complaints Data to be displayed by Depository Participants on their respective websites**

**Data for every month ending**

SN	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	2	3	4	5	6	7		8
1	Directly from Investors	Nil	Nil	Nil	Nil	Nil		Nil
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil		Nil
3	Depositories	Nil	Nil	Nil	Nil	Nil		Nil
4	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil		Nil
5	<b>Grand Total</b>	Nil	Nil	Nil	Nil	Nil		Nil

**Trend of monthly disposal of complaints**

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	Dec - 2022	Nil	Nil	Nil	Nil
2	Jan - 2023	Nil	Nil	Nil	Nil
3	Feb-2023	Nil	Nil	Nil	Nil
4	Mar-2023	Nil	Nil	Nil	Nil
5	Apr - 2023	Nil	Nil	Nil	Nil
6	May - 2023	Nil	Nil	Nil	Nil
7	Jun - 2023	Nil	Nil	Nil	Nil
8	July - 2023	Nil	Nil	Nil	Nil
9	Aug - 2023	Nil	Nil	Nil	Nil
10	Sep-2023	Nil	Nil	Nil	Nil
11	Oct-2023	Nil	Nil	Nil	Nil
12	Nov-2023	Nil	Nil	Nil	Nil
	<b>Grand Total</b>	Nil	Nil	Nil	Nil

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

\*\*Should include 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.

**Trend of annual disposal of complaints**

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2017-18	Nil	Nil	Nil	Nil
2	2018-19	Nil	Nil	Nil	Nil
3	2019-20	Nil	Nil	Nil	Nil
4	2020-21	Nil	Nil	Nil	Nil
5	2021-22	Nil	Nil	Nil	Nil
6	2022-23	Nil	Nil	Nil	Nil
7	2023-24	Nil	Nil	Nil	Nil
	<b>Grand Total</b>	Nil	Nil	Nil	Nil