



IFCI FINANCIAL SERVICES LIMITED
(Subsidiary of IFCI Ltd)

Member Code: NSE – 11086, BSE – 3274, SEBI Registration No: INZ000254231
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Annexure- B

Data for the month ending – NOVEMBER 2022

| Sr. No | Received from | Pending at the end of last month | Received | Resolved* | Total Pending# | Pending complaints > 3months | Average Resolution time^ (in days) |
|--------|-------------------------|----------------------------------|----------|-----------|----------------|------------------------------|------------------------------------|
| 1 | Directly from Investors | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI (SCORE S) | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 0 | 0 | 0 |

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Trend of monthly disposal of complaints

| Sr. No. | Month | Carried forward from previous month | Received | Resolved* | Pending# |
|----------------|----------------|--|-----------------|------------------|-----------------|
| 1 | JAN 2022 | 0 | 0 | 0 | 0 |
| 2 | FEB 2022 | 0 | 0 | 0 | 0 |
| 3 | MARCH 2022 | 0 | 0 | 0 | 0 |
| 4 | APRIL 2022 | 0 | 0 | 0 | 0 |
| 5 | MAY 2022 | 0 | 0 | 0 | 0 |
| 6 | JUNE 2022 | 0 | 0 | 0 | 0 |
| 7 | JULY 2022 | 0 | 0 | 0 | 0 |
| 8 | AUGUST 2022 | 0 | 0 | 0 | 0 |
| 9 | SEPTEMBER 2022 | 0 | 0 | 0 | 0 |
| 10 | OCTOBER 2022 | 0 | 0 | 0 | 0 |
| 11 | NOVEMBER 2022 | 0 | 0 | 0 | 0 |
| | TOTAL | 0 | 0 | 0 | 0 |

*Inclusive of complaints of previous months resolved in the current month.

#Inclusive of complaints pending as on the last day of the month.

Trend of annual disposal of complaints

| SN | Year | Carried forward from previous year | Received | Resolved* | Pending# |
|-----------|--------------------|---|-----------------|------------------|-----------------|
| 1 | 2021-22 | 0 | 0 | 0 | 0 |
| 2 | 2022-23 | 0 | 0 | 0 | 0 |
| | | | | | |
| | | | | | |
| | Grand Total | 0 | 0 | 0 | 0 |

*Inclusive of complaints of previous years resolved in the current year.

#Inclusive of complaints pending as on the last day of the year.