

## ITI Capital Limited

| S. No. | Received from   | Pending as at | Received   | Resolved   | Total      | Pending    | Average    |
|--------|-----------------|---------------|------------|------------|------------|------------|------------|
|        |                 | the last      | during the | during the | pending    | complaints | Resolution |
|        |                 | month         | particular | particular | during the | > 1 month  | time ^/(in |
|        |                 |               | month      | month      | particular |            | days)      |
|        |                 |               | (December  | (December  | month      |            |            |
|        |                 |               | 2023)      | 2023)*     | (December  |            |            |
|        |                 |               |            |            | 2023)      |            |            |
| 1      | Directly from   | NA            | Nil        | Nil        | Nil        | Nil        | Nil        |
|        | Investors       |               |            |            |            |            |            |
| 2      | SEBI (SCORES)   | NA            | Nil        | Nil        | Nil        | Nil        | Nil        |
| 3      | Stock Exchanges | NA            | Nil        | Nil        | Nil        | Nil        | Nil        |
| 4      | Other sources   | NA            | Nil        | Nil        | Nil        | Nil        | Nil        |
| 5      | Grand Total     | NA            | Nil        | Nil        | Nil        | Nil        | Nil        |

## DELISTING - DATA FOR EVERY MONTH ENDING - DECEMBER, 2023

## TREND OF MONTHLY DISPOSAL OF COMPLAINTS (FOR 5 MONTHS ON ROLLING BASIS)

| S. No. | Month           | Carried      | Received   | Resolved   | Pending at |
|--------|-----------------|--------------|------------|------------|------------|
|        |                 | forward from | during the | during the | the end of |
|        |                 | previous     | particular | particular | particular |
|        |                 | month        | month      | month      | month      |
|        |                 |              | (December  | (December  | (December  |
|        |                 |              | 2023)      | 2023)*     | 2023) #    |
| 1      | August, 2023    | NA           | Nil        | Nil        | Nil        |
| 2      | September, 2023 | NA           | Nil        | Nil        | Nil        |
| 3      | October, 2023   | NA           | Nil        | Nil        | Nil        |
| 4      | November, 2023  | NA           | Nil        | Nil        | Nil        |
| 5      | December, 2023  | NA           | Nil        | Nil        | Nil        |
|        | Grant Total     | NA           | Nil        | Nil        | Nil        |

^ 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.

\* 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 (CALENDAR YEAR) DISPOSAL OF COMPLAINTS (FOR 5 YEARS ON

| ROLLING BASIS) |      |               |            |                 |            |  |  |
|----------------|------|---------------|------------|-----------------|------------|--|--|
| S. No. Year    |      | Carried       | Received   | Resolved        | Pending at |  |  |
|                |      | forward from  | during the | during the      | the end of |  |  |
|                |      | previous year | particular | particular year | particular |  |  |
|                |      |               | year       |                 | year       |  |  |
| 1              | 2021 |               |            |                 |            |  |  |
| 2              | 2022 | NIL           | NIL        | NIL             | NIL        |  |  |
| 3              | 2023 | NIL           | NIL        | NIL             | NIL        |  |  |
| 4              | 2024 |               |            |                 |            |  |  |
| 5              | 2025 |               |            |                 |            |  |  |