

## **ITI Capital Limited**

## **BUYBACK - DATA FOR EVERY MONTH ENDING - FEBRUARY, 2024**

| S. No. | Received from      | Pending as at<br>the last<br>month | Received<br>during the<br>particular<br>month<br>(February<br>2024) | Resolved<br>during the<br>particular<br>month<br>(February<br>2024)* | Total pending during the particular month February 2024) | Pending complaints > 1 month | Average<br>Resolution<br>time ^/(in<br>days) |
|--------|--------------------|------------------------------------|---|--|--|------------------------------|--|
| 1      | Directly from      | NA                                 | Nil   | Nil  | •  | Nil                          | Nil  |
| 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      | <b>Grand Total</b> | NA                                 | Nil   | Nil  | Nil  | Nil                          | Nil  |

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

| S. No. | Month              | Carried      | Received   | Resolved   | Pending    |
|--------|--------------------|--------------|------------|------------|------------|
|        |                    | forward from | during the | during the | during the |
|        |                    | previous     | particular | particular | particular |
|        |                    | month        | month      | month      | month      |
|        |                    |              | (February  | (February  | (February  |
|        |                    |              | 2024)      | 2024)*     | 2024)#     |
| 1      | October, 2023      | NA           | Nil        | Nil        | Nil        |
| 2      | November, 2023     | NA           | Nil        | Nil        | Nil        |
| 3      | December, 2023     | NA           | Nil        | Nil        | Nil        |
| 4      | January, 2024      | NA           | Nil        | Nil        | Nil        |
| 5      | February, 2024     | NA           | Nil        | Nil        | Nil        |
|        | <b>Grant Total</b> | NA           | Nil        | Nil        | Nil        |

<sup>^</sup> 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 ANNUAL (CALENDAR YEAR) DISPOSAL OF COMPLAINTS (FOR 5 YEARS ON ROLLING BASIS)

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

<sup>\*</sup> Inclusive of complaints of previous months resolved in the current month. #Inclusive of complaints pending as on the last day of the month.