

ANNEXURE VI

**Investor Complaint pertaining to Merchant Banking activities of
IFCI FINANCIAL SERVICES LIMITED**

Data for every month ending – MAY 2025

S N	Received from	Pending as at the end of last month	Received during the particular month	Resolved during the particular month*	Total Pending during the particular month #	Pending complaints > 1 month	Average Resolution time [^] (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0
3	Stock Exchanges (if relevant)	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0
5	Grand Total	0	0	0	0	0	0

Trend of monthly disposal of complaints (For 5 months on rolling basis)-

SN	Month	Carried forward from previous month	Received during the particular month	Resolved during the particular month *	Pending at the end of the particular month #
1	January, 2024	0	0	0	0
2	February, 2024	0	0	0	0
3	March, 2024	0	0	0	0
4	April, 2024	0	0	0	0
5	May, 2024	0	0	0	0
6	June 2024	0	0	0	0
7	July 2024	0	0	0	0
8	Aug 2024	0	0	0	0
9	Sept 2024	0	0	0	0
10	Oct 2024	0	0	0	0
10	November 2024	0	1	1	0
11	December 2024	0	0	0	0
12	January 2025	0	0	0	0

13	February 2025	0	0	0	0
14	March 2025	0	0	0	0
15	April 2025	0	0	0	0
15	May 2025	0	0	0	0
	Total	0	1	1	0

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

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

^ 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)-

SN	Year	Carried forward from previous year	Received during the particular year	Resolved during the particular year	Pending at the end of the particular year
1	2021	0	0	0	0
2	2022	0	0	0	0
3	2023	0	0	0	0
4	2024	0	1	1	0
5	2025	0	0	0	0
	Grand Total	0	0	0	0

Ref: SEBI/HO/CFD/PoD-1/P/CIR/2023/157; September 26, 2023