

**ANNEXURE VI**

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

**Data for every month ending – Sept. 2025**

| S<br>N | Received<br>from                    | Pendi ng<br>as<br>at the<br>end of last<br>month | Receiv ed<br>during the<br>particul ar<br>month | Resolve d<br>during the<br>particul ar<br>month* | Total Pendi ng<br>during the<br>particul ar<br>month # | Pending complain<br>ts ><br>1<br>month | Average<br>Resoluti on<br>time^ (in<br>days) |
|--------|-------------------------------------|--------------------------------------------------|-------------------------------------------------|--------------------------------------------------|--------------------------------------------------------|----------------------------------------|----------------------------------------------|
| 1      | Directly<br>from<br>Investors       | 0                                                | 0                                               | 0                                                | 0                                                      | 0                                      | 0                                            |
| 2      | SEBI<br>(SCORES)                    | 0                                                | 0                                               | 0                                                | 0                                                      | 0                                      | 0                                            |
| 3      | Stock<br>Exchanges<br>(if relevant) | 0                                                | 0                                               | 0                                                | 0                                                      | 0                                      | 0                                            |
| 4      | Other<br>Sources<br>(if any)        | 0                                                | 0                                               | 0                                                | 0                                                      | 0                                      | 0                                            |
| 5      | <b>Grand<br/>Total</b>              | 0                                                | 0                                               | 0                                                | 0                                                      | 0                                      | 0                                            |

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

| SN | Month         | Carried forward<br>from previous<br>month | Received<br>during the<br>particular<br>month | Resolved<br>during the<br>particular<br>month * | Pending at<br>the end of<br>the<br>particular<br>month # |
|----|---------------|-------------------------------------------|-----------------------------------------------|-------------------------------------------------|----------------------------------------------------------|
| 1  | January 2025  | 0                                         | 0                                             | 0                                               | 0                                                        |
| 2  | February 2025 | 0                                         | 0                                             | 0                                               | 0                                                        |
| 3  | March 2025    | 0                                         | 0                                             | 0                                               | 0                                                        |
| 4  | April 2025    | 0                                         | 0                                             | 0                                               | 0                                                        |
| 5  | May 2025      | 0                                         | 0                                             | 0                                               | 0                                                        |
| 5  | June 2025     | 0                                         | 0                                             | 0                                               | 0                                                        |
| 6  | July 2025     | 0                                         | 0                                             | 0                                               | 0                                                        |
| 7  | August 2025   | 0                                         | 0                                             | 0                                               | 0                                                        |
| 8  | Sept 2025     | 0                                         | 0                                             | 0                                               | 0                                                        |
|    | <b>TOTAL</b>  | 0                                         | 0                                             | 0                                               | 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                                         |
|    | <b>Grand Total</b> | 0                                  | 1                                   | 1                                   | 0                                         |

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