



IFCI FINANCIAL SERVICES LIMITED
(Subsidiary of IFCI Ltd)

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Annexure- B

Data for the month ending – JANUARY 2024

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
12	DECEMBER 2022	0	0	0	0
13	JANUARY 2023	0	0	0	0
14	FEBRUARY 2023	0	0	0	0
15	MARCH 2023	0	0	0	0
16	APRIL 2023	0	0	0	0
17	MAY 2023	0	0	0	0
18	JUNE 2023	0	0	0	0
19	JULY 2023	0	0	0	0
20	AUGUST 2023	0	0	0	0
21	SEPTEMBER 2023	0	0	0	0
22	OCTOBER 2023	0	0	0	0
23	NOVEMBER 2023	0	0	0	0
24	DECEMBER 2023	0	0	0	0
25	JANUARY 2024	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
3	2023-24	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.