

In compliance with SEBI Circular "SEBI/HO/DDHS-PoD-1/P/CIR/2025/117" dated 13th August, 2025
&
Pursuant to Regulation 13(3) of Securities and Exchange Board of India (Intermediaries) Regulations, 2008

Data of complaints for the month ending 31st August, 2025

| S. No. | Received from | Carried forward from previous month | Received during the month | Total pending # | Resolved * | Pending at the end of month** | | Average Resolution time ^ (in days) |
|--------|-------------------------------|-------------------------------------|---------------------------|-----------------|------------|--------------------------------|--------------------------------|-------------------------------------|
| | | | | | | Pending for less than 3 months | Pending for more than 3 months | |
| 1 | Directly from Investors | 0 | 1 | 0 | 1 | 0 | 0 | 1 |
| 2 | SEBI (SCORES) | 12 | 2 | 14 | 12 | 2 | 0 | 35 |
| 3 | Stock Exchanges (if relevant) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | GRAND TOTAL | 12 | 3 | 14 | 13 | 2 | 0 | 36 |

*Should include complaints of previous months resolved in the current month, if any.

**Should include total complaints pending as on the last day of the month, if any.

^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month

Month – wise complaints data on half yearly basis:

| SN | Month | Carried forward from previous month | Received | Resolved | Pending |
|----|--------------------|-------------------------------------|-----------|-----------|---------|
| 1 | March, 2025 | 1 | 4 | 1 | 4 |
| 2 | April, 2025 | 4 | 10 | 11 | 3 |
| 3 | May, 2025 | 3 | 2 | 2 | 3 |
| 4 | June, 2025 | 3 | 11 | 5 | 9 |
| 5 | July, 2025 | 9 | 11 | 8 | 12 |
| 6 | August, 2025 | 12 | 2 | 12 | 2 |
| | Grand Total | 0 | 40 | 39 | |

**Trend of annual (Financial Year) disposal of complaints
(for 5 years on rolling basis)**

| SN | Year | Carried forward from previous year | Received | Resolved | Pending |
|----|--------------------|------------------------------------|-----------|-----------|---------|
| 1 | 2020-21 | - | - | - | - |
| 2 | 2021-22 | - | 3 | 3 | 0 |
| 3 | 2022-23 | - | 2 | 2 | 0 |
| 4 | 2023-24 | - | - | - | - |
| 5 | 2024-25 | - | 13 | 9 | 4 |
| 6 | 2025-26 | 4 | 36 | 38 | 2 |
| | Grand Total | | 54 | 52 | |

Updated as on 05.09.2025

For MITCON Credentia Trusteeship Services Limited

 

Name: Priyanka Shrugare

Designation: Compliance Officer