

YTD

| Jun'26                     |     |            |
|----------------------------|-----|------------|
| Grievance Redressal        | Nos | Proportion |
| Resolved within 15 days    | 175 | 100.00%    |
| Resolved within 16-30 days | 0   | 0.00%      |
| Resolved within 31-60 days | 0   | 0.00%      |
| Resolved above 60 days     | 0   | 0.00%      |
| Pending* at end of period  | 0   | 0.00%      |
|                            | 175 |            |

\*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

YTD

| May'26                     |     |            |
|----------------------------|-----|------------|
| Grievance Redressal        | Nos | Proportion |
| Resolved within 15 days    | 106 | 100.00%    |
| Resolved within 16-30 days | 0   | 0.00%      |
| Resolved within 31-60 days | 0   | 0.00%      |
| Resolved above 60 days     | 0   | 0.00%      |
| Pending* at end of period  | 0   | 0.00%      |
|                            | 106 |            |

\*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

YTD

| Apr'26                     |     |            |
|----------------------------|-----|------------|
| Grievance Redressal        | Nos | Proportion |
| Resolved within 15 days    | 48  | 100.00%    |
| Resolved within 16-30 days | 0   | 0.00%      |
| Resolved within 31-60 days | 0   | 0.00%      |
| Resolved above 60 days     | 0   | 0.00%      |
| Pending* at end of period  | 0   | 0.00%      |
|                            | 48  |            |

\*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

| FY 25-26                   |     |            |
|----------------------------|-----|------------|
| Grievance Redressal        | Nos | Proportion |
| Resolved within 15 days    | 868 | 100.00%    |
| Resolved within 16-30 days | 0   | 0.00%      |
| Resolved within 31-60 days | 0   | 0.00%      |
| Resolved above 60 days     | 0   | 0.00%      |
| Pending* at end of period  | 0   | 0.00%      |
|                            | 868 |            |

\*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

| FY 24-25                   |     |            |
|----------------------------|-----|------------|
| Grievance Redressal        | Nos | Proportion |
| Resolved within 15 days    | 893 | 100.00%    |
| Resolved within 16-30 days | 0   | 0.00%      |
| Resolved within 31-60 days | 0   | 0.00%      |
| Resolved above 60 days     | 0   | 0.00%      |
| Pending* at end of period  | 0   | 0.00%      |
|                            | 893 |            |

\*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

| FY 23-24                   |     |            |
|----------------------------|-----|------------|
| Grievance Redressal        | Nos | Proportion |
| Resolved within 15 days    | 977 | 100.00%    |
| Resolved within 16-30 days | 0   | 0.00%      |
| Resolved within 31-60 days | 0   | 0.00%      |
| Resolved above 60 days     | 0   | 0.00%      |
| Pending* at end of period  | 0   | 0.00%      |
|                            | 977 |            |

\*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

| Service Request               | Apr'26 | May'26 | Jun'26 |
|-------------------------------|--------|--------|--------|
| Closed within 7 days          | 99.97% | 99.97% | 99.98% |
| Closed within 8-15 days       | 0.03%  | 0.03%  | 0.02%  |
| Closed within 16-30 days      | 0.00%  | 0.00%  | 0.00%  |
| Closed within 31-60 days      | 0.00%  | 0.00%  | 0.00%  |
| Closed above 60 days          | 0.00%  | 0.00%  | 0.00%  |
| Unaddressed* at end of period | 0.00%  | 0.00%  | 0.00%  |