

Grievances Redressal Disclosure

Numbers and proportion of grievances redressed with ageing								
Ageing	FY 23-24		FY 24-25		FY 25-26		YTD July FY2027	
	Number	Proportion	Number	Proportion	Number	Proportion	Number	Proportion
Redressed — within 15 days	6,051	100%	7,274	100%	6,912	100%	35,352	83%
Redressed — within 30 days	0	0%	0	0%	0	0%	6,165	14%
Redressed — within 60 days	0	0%	0	0%	0	0%	955	2%
Redressed — beyond 60 days	0	0%	0	0%	0	0%	110	0%
Total	6,051		7,274		6,912		42,582	100%

Notes: 1. For the purpose of this disclosure, the Company has reclassified complaints from FY26-27 basis the definition provided in the KMP circular. This is subject to any further change in classification based on Industry level standardisation. For the Quarter ended June 2026 the Company reported 3,258 complaints in the NL 45 of its public disclosure, which compares with the numbers reported in this schedule for FY 23-24, FY 24-25 and FY 25-26. 2. The proportion for each slab is demonstrated as % to total grievances redressed.