

| Particulars                                   | YTD May'26 |        |
|-----------------------------------------------|------------|--------|
|                                               | Count      | %      |
| Grievance redressal*                          |            |        |
| Number and proportion of grievances redressed | 655        | 100.0% |
| <i>Within 15 days</i>                         | 640        | 97.7%  |
| <i>Within 30 days</i>                         | 14         | 2.1%   |
| <i>Beyond 30 days</i>                         | 1          | 0.2%   |
| <i>Unaddressed</i>                            | 0          | 0.0%   |

\*Grievance metrics include service requests that breached the 7-day TAT, including redressal within 15 days