Annexure A

Redressal of Complaints received during the period: 01/09/2026 to 30/09/2026.

Name of the SIF: Diviniti SIF offered by ITI Mutual Fund

Total Number of Folios: 1629

Data for every month ending.

Part A: Total complaints report (including complaints received through SCORES)

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the period	(b) No of complaints **received** during the period	Action on (a) and (b)									
				Resolved					Non Actionable •	Pending			
				Within 30 days	30-60 days	60-180 days	Beyond 180 days	Average time taken" (in days)		0-3 months	3-6 months	6-12 months	Beyond 12 **months**
IA	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option	Nil	Nil										
18	Interest on delayed payment of amount declared under Income	Nil	Nil										

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the period	(b) No of complaints received during the period	Action on (a) and (b)									
				Resolved					Non Actionable •	Pending			
				Within 30 days	30-60 days	60-180 days	Beyond 180 days	Average time taken [11] (in days)		0-3 months	3-6 months	6-12 months	Beyond 12 months
	Distribution cum Capital Withdrawal option	Nil	Nil										
IC	Non receipt of Redemption Proceeds	Nil	Nil										
ID	Interest on delayed payment of Redemption	Nil	Nil										
IIA	Non receipt of Statement of Account/Unit Certificate	Nil	Nil										
II B	Discrepancy in Statement of Account	Nil	Nil										
II C	Data corrections in Investor details	Nil	Nil										
110	Non receipt of Annual Report/ Abridged Summary	Nil	Nil										
IIIA	Wrong switch between Investment Strategy	Nil	Nil										

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the period	(b) No of complaints received during the period	Action on (a) and (b)									
				Resolved					Non Actionable •	Pending			
				Within 30 days	30-60 days	60. 180 days	Beyond 180 days	Average time taken [11] (in days)		0-3 months	3-6 months	6-12 months	Beyond 12 months
III B	Unauthorized switch between Investment Strategy	Nil	Nil										
IIIC	Deviation from Investment Strategy attributes	Nil	Nil										
III D	Wrong or excess charges/load	Nil	Nil										
III E	Non updation of changesviz. address, **PAN,** bank details, **nomination, etc**	Nil	Nil										
III F	Delay in allotment of Units	Nil	NIL										
III G	Unauthorized Redemption	Nil	Nil										
IV	*Others	NIL	NIL										

including against its authorized persons/ distributors/ employees. etc.

'Non actionable means the complaint that are incomplete / outside the scope of the Diviniti SIF

"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.

Part B: Report on complaints received through SCORES

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the period	(b) No of complaints received during the period	Action on (a) and (b)									
				Resolved					Non Actionable •	Pending			
				Within 30 days	30–60 days	60–180 days	Beyond 180 days	Average time taken" (in days)		0–3 months	3-6 months	6-12 months	Beyond 12 months
IA	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option	Nil	Nil										
IB	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	Nil	Nil										
IC	Nonreceipt of Redemption Proceeds	Nil	Nil										
ID	Interest on delayed payment of Redemption	Nil	Nil										
IIA	Non receipt of Statement of Account/Unit Certificate	Nil	Nil										
II B	Discrepancy in Statement of Account	Nil	Nil										
II C	Data corrections in Investor details	Nil	Nil										
IID	Non receipt of Annual												

Complaint code	Type of complaint#	(a) No. of **complaints** pending at the beginning of the period	(b) No. of complaints **received** during the period	Action on (a) and (b)									
				Resolved					Non Actionable •	Pending			
				Within 30 **days**	30-60 **days**	60-180 **days**	Beyond 180 **days**	**Average** time taken ft (in **days)**		0-3 months	**3-6** months	**6-12** months	Beyond **12** months
	Report/AbridgedSummary	Nil	Nil										
III A	Wrong switch between Investment Strategy	Nil	Nil										
III B	Unauthorized switch between Investment Strategy	Nil	Nil										
IIIC	Deviation from Investment Strategy attributes	Nil	Nil										
III D	Wrong or excess charges/load	Nil	Nil										
III E	Non updation of changes viz. address, PAN, bank details, **nomination, etc**	Nil	Nil										
III F	Delay in allotment of Units	NIL	Nil										
III G	Unauthorized Redemption	Nil	Nil										
IV	Others	Nil	Nil										

including against its authorized persons/ distributors/ employees. etc.

'Non actionable means the complaint that are incomplete/ outside the scope of the Diviniti SIF

"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 mon

Part C: Trend of monthly disposal of complaints (including complaints received through SCORES)

SN	Month	Carried forward from previous month	Received	Resolved•	Pending••
1	2	3	4	5	6
1	Apr-26	0	0	0	0
2	May-26	0	0	0	0
3	June-26	0	0	0	0
4	July-26	0	0	0	0
5	Aug-26	0	0	0	0
6	Sept-26	0	0	0	0
7	OCT-26				
8	Nov-26				
9	Dec-26				
10	Jan-27				
11	Feb - 27				
12	Mar'27				
	Grand Total	0	0	0	0

'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.

Part D: Trend of annual disposal of complaints {including complaints received through SCORES)

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	Not Applicable	Not Applicable	Not Applicable	Not Applicable
2	2018-19	Not Applicable	Not Applicable	Not Applicable	Not Applicable
3	2019-20	Not Applicable	Not Applicable	Not Applicable	Not Applicable
4	2020-21	Not Applicable	Not Applicable	Not Applicable	Not Applicable
5	2021-22	Not Applicable	Not Applicable	Not Applicable	Not Applicable
6	2022-23	Not Applicable	Not Applicable	Not Applicable	Not Applicable
7	2023-2024	Not Applicable	Not Applicable	Not Applicable	Not Applicable
8	2024-2025	Not Applicable	Not Applicable	Not Applicable	Not Applicable
9	2025-2026	NIL	0	0	0
10	2026-2027	NIL	0	0	0
	Grand Total	Nil	0	0	0