

ITC LIMITED
INVESTOR COMPLAINTS FOR THE MONTH ENDING 31ST MARCH, 2024

| SN | Received from | Carried forward from previous month | Received during the month | Total Pending | Resolved | Pending at the end of the month | | Average Resolution time (in days) |
|----|-------------------------|-------------------------------------|---------------------------|---------------|----------|---------------------------------|--------------------------------|-----------------------------------|
| | | | | | | Pending for less than 3 months | Pending for more than 3 months | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 1 | Directly from Investors | 0 | 0 | 0 | 0 | 0 | 0 | - |
| 2 | SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 | 0 | - |
| 3 | Stock Exchanges | 0 | 0 | 0 | 0 | 0 | 0 | - |
| 4 | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 | 0 | - |
| 5 | Grand Total | 0 | 0 | 0 | 0 | 0 | 0 | - |

Note : None of the letters received during the month of March 2024 directly from the shareholders or investors / forwarded by Stock Exchanges / through SCORES qualified as 'complaint' in terms of the Complaint Identification Policy of the Company. During the month, four letters were forwarded by BSE / received through SCORES / ODR Portal and the same were promptly responded to.