



The said information has been updated for information of Debenture Holders, Other Intermediaries and General Public in compliance with SEBI Circular “SEBI/HO/MIRSD/MIRSD_CRADT/P/CIR/2021/675 dated November 30, 2021” as per Annexure B: Disclosure of complaints by Debenture Trustees (DTs) on their Websites for the Month of January 2022

Sr	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	Directly from Investor	-	61	-	61	-	-	11.85
2	SEBI (SCORES)	-	03	-	03	-	-	-
3	Stock Exchanges (if relevant)	-	-	-	-	-	-	-
4	Other Sources (if any)	-	-	-	-	-	-	-
	GRAND TOTAL	-	64	-	64	-	-	11.85

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.

^ Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

Month - wise complaints data on half yearly basis:

SN	Month	Carried forward from previous month	Received	Resolved	Pending
1	August, 2021	2	427	428	1
2	September, 2021	1	68	68	1
3	October, 2021	1	27	15	13
4	November, 2021	13	54	62	5
5	December, 2021	5	34	39	-
6	January, 2022	-	61	61	-
	Grand Total		671	673	

Notes 1: In Month- wise complaints data on half yearly basis, number of complaints includes default cases as well. In case of default cases complaints received are mostly in nature on enquires and not actual complaints.

Note 2: In continuation of note 1 in default cases one of company is DHFL, CIRP has been successful completed pay-out of settlement amount to all creditors including NCD holders has been initiated on 29.09.2021.

Trend of annual (Calendar Year) disposal of complaints (for 5 years on rolling basis)

SN	Year	Carried forward from previous year	Received	Resolved	Pending
1	2017-18	-	160	160	-
2	2018-19	-	69	69	-
3	2019-20	-	16	16	-
4	2020-21	-	1919	1919	-
5	2021-22 (<i>1st HY</i>)	-	1903	1903	-
	Grand Total	-	4067	4067	-