



**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 2023**

| 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        | -                                   | 4                            |                 | 4          | -                                  | -                              | 4                                   |
| 2  | SEBI (SCORES)                 | -                                   | 1                            | -               | 1          | -                                  | -                              | 1                                   |
| 3  | Stock Exchanges (if relevant) | -                                   | -                            | -               | -          | -                                  | -                              | -                                   |
| 4  | Other Sources (if any)        | -                                   | -                            | -               | -          | -                                  | -                              | -                                   |
|    | <b>GRAND TOTAL</b>            | -                                   | 5                            | -               | 5          | -                                  | -                              | 3.25                                |

# 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.

\* Complaint pertains against the issuer company addressed to debenture trustee.

**Month – wise complaints data on half yearly basis:**

| SN | Month              | Carried forward from previous month | Received  | Resolved  | Pending |
|----|--------------------|-------------------------------------|-----------|-----------|---------|
| 1  | August 2022        |                                     | 10        | 10        |         |
| 2  | September 2022     |                                     | 08        | 08        |         |
| 3  | October 2022       |                                     | 08        | 08        |         |
| 4  | November 2022      |                                     | 10        | 10        |         |
| 5  | December 2022      |                                     | 8         | 8         |         |
| 6  | January 2023       |                                     | 4         | 2         |         |
|    | <b>Grand Total</b> |                                     | <b>48</b> | <b>48</b> |         |

**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.**

**Note 3\*: Complaints pending are to be resolved within 30 days response from company is awaited. There is time to resolve the complaint as per prescribed timelines.**

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

| <b>SN</b> | <b>Year</b>        | <b>Carried forward from previous year</b> | <b>Received</b> | <b>Resolved</b> | <b>Pending</b> |
|-----------|--------------------|---|-----------------|-----------------|----------------|
| 1         | 2017-18            | -   | 160             | 160             | -              |
| 2         | 2018-19            | -   | 69              | 69              | -              |
| 3         | 2019-20            | -   | 16              | 16              | -              |
| 4         | 2020-21            | -   | 1919            | 1919            | -              |
| 5         | 2021-22            | -   | 2148            | 2149            | -              |
|           | <b>Grand Total</b> | -   | <b>4312</b>     | <b>4313</b>     | -              |