



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 November 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	-	16	-	16	-	-	15.23
2	SEBI (SCORES)	-	0	-	0	-	-	-
3	Stock Exchanges (if relevant)	-	-	-	-	-	-	-
4	Other Sources (if any)	-	-	-	-	-	-	-
	GRAND TOTAL	-	16	-	16	-	-	15.23

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	June 2023		1	1	
2	July 2023		0	0	
3	August 2023		6	6	
4	September 2023		4	4	
5	October 2023		20	20	
6	November		16	16	
	Grand Total		47	47	

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)

SN	Year	Carried forward from previous year	Received	Resolved	Pending
1	2018-19	-	69	69	-
2	2019-20	-	16	16	-
3	2020-21	-	1919	1919	-
4	2021-22	-	2148	2149	-
5	2022-23	-	215	215	-
	Grand Total	-	4367	4367	-