

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 April 2022

Name: Centbank Financial Services Limited  
Registration No: IND000000502  
Date of Reg: 11.12.2009

**Data for the month ending April, 2022**

S. No.	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 Investors	-	12	-	12	-	-	1.166666667
2	SEBI (SCORES)	-	-	-	-	-	-	-
3	Stock Exchanges (if relevant)	-	-	-	-	-	-	-
4	Other Sources (if any)	-	-	-	-	-	-	-
5	<b>Grand Total</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>1.166666667</b>

\*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	November, 2021	0	6	6	0
2	December, 2021	0	3	3	0
3	January, 2022	0	5	5	0
4	February, 2022	0	9	9	0
5	March, 2022	0	19	19	0
6	April, 2022	0	12	12	0
	<b>Grand Total</b>	<b>0</b>	<b>54</b>	<b>54</b>	<b>0</b>

Notes 1: In Month- wise complaints data on half yearly basis, number of complaints is of default cases only and are mostly in nature on enquires and not actual complaints.

**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	0	0	0	0
2	2018-19	0	85	85	0
3	2019-20	0	20	20	0
4	2020-21	0	4	4	0
5	2021-22	0	73	73	0
	<b>Grand Total</b>	<b>0</b>	<b>182</b>	<b>182</b>	<b>0</b>