

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 2024

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

**Data for the month ending January 2024**

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	-	3	0	3	0	0	1.00
2	SEBI (SCORES)	-	-	-	-	-	-	-
3	Stock Exchanges (if relevant)	-	-	-	-	-	-	-
4	Other Sources (if any)	-	-	-	-	-	-	-
5	<b>Grand Total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1.00</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	Aug, 2023	0	7	7	0
2	Sept, 2023	0	10	10	3
3	Oct, 2023	2	26	28	2
4	Nov, 2023	0	3	3	0
5	Dec, 2023	0	3	3	0
6	Jan, 2024	0	2	2	0
	<b>Grand Total</b>		<b>51</b>	<b>53</b>	<b>5</b>

**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	2019-20	0	20	20	0
2	2020-21	0	4	4	0
3	2021-22	0	73	73	0
4	2022-23	0	171	171	0
5	2023-24	0	87	89	0
	<b>Grand Total</b>	<b>0</b>	<b>355</b>	<b>357</b>	<b>0</b>