

**The said information has been updated for information of Debenture Holders, Other  
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  
for the Month of October 2023**

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

**Data for the month ending October 2023**

S. No.	Received from	Carried forward from previous month	Received during the month	Total Pending #	Resolved*
1	Directly from Investors	2	26	0	28
2	SEBI (SCORES)	-	-	-	-
3	Stock Exchanges (if relevant)	-	-	-	-
4	Other Sources (if any)	-	-	-	-
5	<b>Grand Total</b>	<b>2</b>	<b>26</b>	<b>0</b>	<b>28</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.

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

SN	Month	Carried forward from previous month	Received	Resolved	Pending
1	May, 2023	0	7	7	0
2	June, 2023	0	11	10	1
3	July, 2023	1	11	12	0
4	Aug, 2023	0	7	7	0
5	Sept, 2023	0	10	10	2
6	Oct, 2023	2	26	28	2
	<b>Grand Total</b>		<b>72</b>	<b>74</b>	<b>5</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 of enquiries 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	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	81	83	0
	<b>Grand Total</b>	<b>0</b>	<b>349</b>	<b>351</b>	<b>0</b>