

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 August 2023

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

**Data for the month ending August 2023**

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	0	7	0	7	0	0	2.00
2	SEBI (SCORES)	-	-	-	-	-	-	-
3	Stock Exchanges (if relevant)	-	-	-	-	-	-	-
4	Other Sources (if any)	-	-	-	-	-	-	-
5	<b>Grand Total</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>2.00</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	March, 2023	5	24	24	0
2	April, 2023	0	9	9	0
3	May, 2023	0	7	7	0
4	June, 2023	0	11	10	1
5	July, 2023	1	11	12	0
6	Aug, 2023	0	7	7	0
	<b>Grand Total</b>		<b>69</b>	<b>69</b>	<b>1</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	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	45	45	0
	<b>Grand Total</b>	<b>0</b>	<b>313</b>	<b>313</b>	<b>0</b>