

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 September 2023

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

Data for the month ending September 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	10	2	8	2	0	4.13
2	SEBI (SCORES)	-	-	-	-	-	-	-
3	Stock Exchanges (if relevant)	-	-	-	-	-	-	-
4	Other Sources (if any)	-	-	-	-	-	-	-
5	Grand Total	0	10	2	8	2	0	4.13

*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	April, 2023	0	9	9	0
2	May, 2023	0	7	7	0
3	June, 2023	0	11	10	1
4	July, 2023	1	11	12	0
5	Aug, 2023	0	7	7	0
6	Sept, 2023	0	10	10	2
	Grand Total		55	55	3

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	55	55	0
	Grand Total	0	323	323	0