

Complaints received by IDBI Trusteeship Services Ltd including default cases - Half year ending March 2021

No. of pending complaints at the end of last half year	No. of complaints received during the half year	No. of complaints resolved during the half year (within 30 days)	No. of complaints pending at the end of half year (for more than 30days)	Nature of the Complaint(s)			Steps taken to resolve the pending complaints	Remarks, if any
				Delay in payment of interest	Delay in payment of redemption	Any other		
0	45	45	0	Delay in payment of interest			NA	NA
0	18	18	0	Delay in payment of interest			NA	NA
0	17	17	0	Delay in payment of interest			NA	NA
0	3	3	0	0			NA	NA
320	1169	1489	0	Delay in payment of interest			NA	NA
0	27	27	0	Delay in payment of interest			NA	NA
0	5	5	0	Delay in payment of interest			NA	NA
1	4	5	0	Delay in payment of interest			NA	NA
0	23	23	0	Delay in payment of interest			NA	NA
0	50	50	0	Delay in payment of interest			NA	NA
0	138	138	0	Delay in payment of Int / Red.	Delay in payment of Int / Red.		Please refer Note 3	Please refer Note 3
0	11	11	0	Delay in payment of interest			NA	NA
0	173	173	0	Delay in payment of interest			NA	NA
321	1683	2004	0					

Note:-

1. 321 Nos. of pending complaints at the end of last half year have been resolved within 30 days.
2. All above complaints are actually received and resolved by the Issuer Companies.
3. In case of Reliance Home Finance Ltd, ITSL has received total 93 complaints which are included in the total nos. of complaints shown as 138 . All such 93 complaints received by ITSL has been resolved by ITSL.The updated status in case of default made by RHFL in respct non payment of interest / principal is hosted on our website <https://idbitrustee.com/media/rhfl-status-report-on-nclt-petition/>