

Complaints received by IDBI Trusteeship Services Ltd including default cases for September - 2021 half year

| Sr. No. | Company | 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 30 days) | 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 | | |
| 1 | Dhani Loans and Services Limited (Formerly Indiabulls Consumer Finance Limited) | 0 | 57 | 57 | 0 | 57 | 0 | 0 | NA | NA |
| 2 | Edelweiss Housing Finance Limited | 0 | 35 | 35 | 0 | 35 | 0 | 0 | NA | NA |
| 3 | Edelweiss Retail Finance Limited | 0 | 41 | 41 | 0 | 41 | 0 | 0 | NA | NA |
| 4 | ICICI Bank Bond Issues (WITECO) | 0 | 2 | 2 | 0 | 2 | 0 | 0 | NA | NA |
| 5 | IDFC FIRST Bank Limited | 679 | 473 | 1152 | 0 | 266 | 697 | 170 | NA | NA |
| 6 | India Grid Trust | 0 | 56 | 56 | 0 | 50 | 6 | 0 | NA | NA |
| 7 | Indiabulls Housing Finance Limited | 0 | 25 | 25 | 0 | 23 | 2 | 0 | NA | NA |
| 8 | JM Financial Credit Solutions Limited | 0 | 0 | 0 | 0 | 0 | 0 | 0 | NA | NA |
| 9 | JM Financial Products Limited | 0 | 1 | 1 | 0 | 1 | 0 | 0 | NA | NA |
| 10 | L & T Finance Limited | 0 | 0 | 0 | 0 | 0 | 0 | 0 | NA | NA |
| 11 | Muthoot Finance Limited | 0 | 9 | 9 | 0 | 9 | 0 | 0 | NA | NA |
| 12 | Muthoot Vehicle and Asset Finance Limited | 0 | 0 | 0 | 0 | 0 | 0 | 0 | NA | NA |
| 13 | National Thermal Power Corporation Limited (NTPC) | 0 | 8 | 8 | 0 | 8 | 0 | 0 | NA | NA |
| 14 | NHPC Limited | 0 | 100 | 100 | 0 | 98 | 2 | 0 | NA | NA |
| 15 | Reliance Home Finance Limited | 0 | 52 | 52 | 0 | 52 | 0 | 0 | Please refer note 3 | Please refer note 3 |
| 16 | Shriram Transport Finance Company Limited | 0 | 0 | 0 | 0 | 0 | 0 | 0 | NA | NA |
| 17 | Tata Capital Housing Finance Ltd | 0 | 144 | 144 | 0 | 124 | 0 | 20 | NA | NA |
| 18 | Piramal Capital & Housing Finance Limited | 0 | 26 | 25 | 1 | 26 | 0 | 0 | NA | NA |
| | Total | 679 | 1029 | 1707 | 1 | | | | | |

Note:-

1. 679 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 17 complaints which are included in the total nos. of complaints shown as 52. All such 17 complaints received by ITSL have been resolved by ITSL. The updated status in case of default made by RHFL in respect non payment of interest / principal is hosted on our website <https://idbitrustee.com/media/rhfl-status-report-on-nclt-petition/>

4. 1 complaint pending at end of September 2021 half year has been resolved within 30 days