

A. Data of complaints against ATSL as Debenture Trustees (DTs) for the month of March 2022

Data for the month ending March 2022

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	0	0	0	0	0	0
2	SEBI (SCORES)	2	0	2	0	2	0	0
3	Stock Exchanges (if relevant)	0	0	0	0	0	0	0
4	Other Sources (if any)	1*	0	1	0	0	1	0
5	Grand Total	3	0	3	0	2	1	0

*EOW complaint filed by LVB agst. 1. Talwalkar Better Value Fitness Limited Mumbai & Directors 2. Talwalkar Healthclub Limited Mumbai & Directors 3. Axis Bank Limited Ahmedabad 4. Axis Trustee Services Limited in its capacity of Debenture Trustee. The matter is at an investigation stage and ATSL as DT has recorded its statement with EOW office.

B. Data of complaints in respect of Non-Convertible Debt Securities dealt by ATSL as Debenture Trustees (DTs) for the month of March 2022

Data for the month ending March 2022

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	207	5	206	6	9	197	345
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges (if relevant)	0	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	207	5	206	6	9	197	345

**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.

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Name of Issuers	Nos. of Complaints	Reason for Pendency
Core Education and Technologies Ltd	11	The Company is under liquidation. As DT we have filed application for staying out of liquidation for realisation of debenture holders dues.
Educomp Solution Limited	6	The Company is undergoing CIRP process.
Elder Pharmaceuticals Ltd	17	The Company is under liquidation. As DT we have initiated SARFEASI action on behalf of DHs.
Era Infra Engineering Ltd	7	The Company is undergoing CIRP process.
Essar Power Ltd.,	16	The Company is in discussion with NCD holders for One Time Settlement
First Leasing Company of India Limited	3	The Company is undergoing liquidation process. We have filed claims for DHs with the official liquidator.
Fortis Healthcare Holdings Private Limited	1	The Company has defaulted. The Portfolio manager (for the Debenture holder) is in the process of selling the available security collateral in the secondary market and recover the dues to the extent possible.
Future Enterprises Limited	1	The Company has defaulted.
Gammon India Ltd	2	The Company has defaulted.
Gitanjali Gems Ltd	11	The Company is undergoing CIRP process. It is understood that ICICI Bank, the lead lender, has filed liquidation application before NCLT
Gujarat NRE Coke Ltd	4	The Company is undergoing liquidation process.
IFCI Limited	18	The issuer has informed that the payments are made on due date, however due to incomplete bank details and change in IFSC and MICR code on account of merger of few Banks, there were more than 7500 rejections of electronic payment, and also due to change in registered address and non updation of new address leads to enormous investor complaints. the company informed that as and when Registrar is getting requisite documents regarding change of Bank details / address , payment is reinitiated to updated bank account of investor/ redemption warrants re-deliver at the new address.
Incredible Realcon Private Limited	2	The Company has defaulted. As DT we have initiated SARFEASI action on behalf of DHs.
Lavasa Corporation Limited	1	The Company is undergoing CIRP process.
Rajesh Estates and Nirman Private Limited	4	The Company has defaulted.
Reliance Infrastructure Limited	1	The Company has defaulted. As DT we have initiated SARFEASI action on behalf of DHs.
Spentex Industries Limited	2	The Company is undergoing CIRP process.

SREI Equipment Finance Limited	77	The Company is undergoing CIRP process. Note: On month to month basis follow on queries and emails are being received from SREI investors with respect to voting and progress of CIRP, which are being attended to on timely basis. As these are clarificatory / follow on queries in nature are not being reported as grievance.
Transmission Corporation of A. P. Limited	14	The Company has defaulted. As DT we have conducted bond holders meeting and the Company is making payments in stages to the bondholders.
Tulip telecom Limited	1	The Company is undergoing liquidation process.
Yes Bank Ltd	7	The Issuer has informed that the AT-1 Bonds were written down vide order of the Administrator dated March 14, 2020. ATSL has filed a writ petition challenging the Write-off of AT-1 Bonds and the matter is sub-judice before the Hon'ble High Court of Bombay
Total	206	

Month – wise complaints data on half yearly basis (on aggregate basis)

SN	Month	Carried forward from previous month	Received	Resolved	Pending
1	October, 2021	228	18	1	245
2	November, 2021	245	4	3	246
3	December, 2021	246	13	8	251
4	January, 2022	251	8	52	207
5	February, 2022	207	7	4	210
6	March, 2022	210	5	6	209
	Grand Total		55	74	209

**Trend of annual (Financial Year) disposal of complaints (for 5 years on rolling basis)
(on aggregate basis)**

SN	Year	Carried forward from previous year	Received	Resolved	Pending
1	2017-18	136	50	25	161
2	2018-19	161	49	57	153
3	2019-20	153	15	13	155
4	2020-21	155	199	90	264
5	2021-22	264	149	204	209
	Grand Total		462	389	209