

The disclosure is made under extant SEBI regulations/circulars requiring Merchant Bankers to publish the complaints data and redressal status on the Banks website every month.

Data for the month of February 2024 for Municipal Debt Securities

| Sr. No. | Received from | Carried forward from previous month | Received during the month | Resolved during the month* | Pending at the end of month # | Pending complaints > 3 month | Average Resolution time [^] (in days) |
|---------|-------------------------------|-------------------------------------|---------------------------|----------------------------|-------------------------------|------------------------------|--|
| 1. | Directly from Investors | 0 | 0 | 0 | 0 | 0 | 0 |
| 2. | SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 | 0 |
| 3. | Stock Exchanges (if relevant) | 0 | 0 | 0 | 0 | 0 | 0 |
| 4. | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 | 0 |
| 5. | Grand Total | 0 | 0 | 0 | 0 | 0 | 0 |

Trend of monthly disposal of complaints for the financial year:

| Sr. No. | Month | Carried forward from previous month | Received during the month | Resolved during the month* | Pending at the end of month# |
|---------|----------------|-------------------------------------|---------------------------|----------------------------|------------------------------|
| 1. | April 2023 | 0 | 0 | 0 | 0 |
| 2. | May 2023 | 0 | 0 | 0 | 0 |
| 3. | June 2023 | 0 | 0 | 0 | 0 |
| 4. | July 2023 | 0 | 0 | 0 | 0 |
| 5. | August 2023 | 0 | 0 | 0 | 0 |
| 6. | September 2023 | 0 | 0 | 0 | 0 |
| 7. | October 2023 | 0 | 0 | 0 | 0 |
| 8. | November 2023 | 0 | 0 | 0 | 0 |
| 9. | December 2023 | 0 | 0 | 0 | 0 |
| 10. | January 2024 | 0 | 0 | 0 | 0 |
| 11. | February 2024 | 0 | 0 | 0 | 0 |

[^] Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

* Inclusive of complaints of previous months resolved in the current month.

Inclusive of complaints pending as on the last day of the month.

Last 3 Year's Trend

| Sr. No. | Year | Carried forward from previous year | Received during the particular year | Resolved during the particular year | Pending at the end of the particular year |
|---------|--------------------|------------------------------------|-------------------------------------|-------------------------------------|---|
| 1. | 2020-21 | 0 | 0 | 0 | 0 |
| 2. | 2021-22 | 0 | 0 | 0 | 0 |
| 3. | 2022-23 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 0 |

The complaints received by the Bank, pertaining to Merchant Banking have been considered for above reporting.