

HOUSING DEVELOPMENT FINANCE CORPORATION LIMITED
(in-house Category II Share Transfer Agent)

Data for the month ended March, 2022

| SN | 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 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 1 | Directly from Investors | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 2 | SEBI (SCORES) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 3 | Stock Exchanges (if relevant) | Nil | 1 | Nil | 1 | Nil | Nil | N.A. |
| 4 | Other Sources (if any) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 5 | Grand Total | Nil | 1 | Nil | 1 | Nil | Nil | N.A. |

* Includes complaints of previous months resolved in the current month, if any.

**Includes 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 data for the current financial year

| SN | Month | Carried forward from month | Received | Resolved | Pending |
|-----------|--------------------|-----------------------------------|-----------------|-----------------|----------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | July, 2021 | 0 | 1 | 0 | 1 |
| 2 | August, 2021 | 1 | 2 | 1 | 2 |
| 3 | September, 2021 | 2 | 0 | 1 | 1 |
| 4 | October, 2021 | 1 | 0 | 1 | 0 |
| 5 | November, 2021 | 0 | 0 | 0 | 0 |
| 6 | December, 2021 | 0 | 1 | 1 | 0 |
| 7 | January, 2022 | 0 | 0 | 0 | 0 |
| 8 | February, 2022 | 0 | 0 | 0 | 0 |
| 9 | March, 2022 | 0 | 1 | 1 | 0 |
| | Grand Total | N.A. | 5 | 5 | N.A. |

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 | 2017-18 | 0 | 6 | 6 | 0 |
| 2 | 2018-19 | 0 | 12 | 12 | 0 |
| 3 | 2019-20 | 0 | 4 | 4 | 0 |
| 4 | 2020-21 | 0 | 5 | 4 | 1 |
| 5 | 2021-22 | 1 | 6 | 7 | 0 |
| | Grand Total | N.A. | 33 | 33 | N.A. |



Annexure - B

HOUSING DEVELOPMENT FINANCE CORPORATION LIMITED
(in-house Category II Share Transfer Agent)

Data for the month ended February, 2022

| SN | 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 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 1 | Directly from Investors | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 2 | SEBI (SCORES) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 3 | Stock Exchanges (if relevant) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 4 | Other Sources (if any) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 5 | Grand Total | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |

* Includes complaints of previous months resolved in the current month, if any.

**Includes 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 data for the current financial year

| SN | Month | Carried forward from month | Received | Resolved | Pending |
|-----------|--------------------|-----------------------------------|-----------------|-----------------|----------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | July, 2021 | 0 | 1 | 0 | 1 |
| 2 | August, 2021 | 1 | 2 | 1 | 2 |
| 3 | September, 2021 | 2 | 0 | 1 | 1 |
| 4 | October, 2021 | 1 | 0 | 1 | 0 |
| 5 | November, 2021 | 0 | 0 | 0 | 0 |
| 6 | December, 2021 | 0 | 1 | 1 | 0 |
| 7 | January, 2022 | 0 | 0 | 0 | 0 |
| 8 | February, 2022 | 0 | 0 | 0 | 0 |
| | Grand Total | N.A. | 4 | 4 | N.A. |

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 | 2017-18 | 0 | 6 | 6 | 0 |
| 2 | 2018-19 | 0 | 12 | 12 | 0 |
| 3 | 2019-20 | 0 | 4 | 4 | 0 |
| 4 | 2020-21 | 0 | 5 | 4 | 1 |
| 5 | 2021-22 | 1 | 5 | 6 | 0 |
| | Grand Total | N.A. | 32 | 32 | N.A. |



Annexure - B

HOUSING DEVELOPMENT FINANCE CORPORATION LIMITED
(in-house Category II Share Transfer Agent)

Data for the month ended January, 2022

| SN | 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 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 1 | Directly from Investors | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 2 | SEBI (SCORES) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 3 | Stock Exchanges (if relevant) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 4 | Other Sources (if any) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 5 | Grand Total | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |

* Includes complaints of previous months resolved in the current month, if any.

**Includes 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 data for the current financial year

| SN | Month | Carried forward from month | Received | Resolved | Pending |
|-----------|--------------------|-----------------------------------|-----------------|-----------------|----------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | July, 2021 | 0 | 1 | 0 | 1 |
| 2 | August, 2021 | 1 | 2 | 1 | 2 |
| 3 | September, 2021 | 2 | 0 | 1 | 1 |
| 4 | October, 2021 | 1 | 0 | 1 | 0 |
| 5 | November, 2021 | 0 | 0 | 0 | 0 |
| 6 | December, 2021 | 0 | 1 | 1 | 0 |
| 7 | January, 2022 | 0 | 0 | 0 | 0 |
| | Grand Total | N.A. | 4 | 4 | N.A. |

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 | 2017-18 | 0 | 6 | 6 | 0 |
| 2 | 2018-19 | 0 | 12 | 12 | 0 |
| 3 | 2019-20 | 0 | 4 | 4 | 0 |
| 4 | 2020-21 | 0 | 5 | 4 | 1 |
| 5 | 2021-22 | 1 | 5 | 6 | 0 |
| | Grand Total | N.A. | 32 | 32 | N.A. |



Annexure - B

HOUSING DEVELOPMENT FINANCE CORPORATION LIMITED
(in-house Category II Share Transfer Agent)

Data for the month ending December, 2021

| SN | 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 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 1 | Directly from Investors | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 2 | SEBI (SCORES) | Nil | 1 | Nil | 1 | Nil | Nil | N.A. |
| 3 | Stock Exchanges (if relevant) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 4 | Other Sources (if any) | Nil | Nil | Nil | Nil | Nil | Nil | N.A. |
| 5 | Grand Total | Nil | 1 | Nil | 1 | Nil | Nil | N.A. |

* Includes complaints of previous months resolved in the current month, if any.

**Includes 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 data for the current financial year

| SN | Month | Carried forward from month | Received | Resolved | Pending |
|-----------|--------------------|-----------------------------------|-----------------|-----------------|----------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | July, 2021 | 0 | 1 | 0 | 1 |
| 2 | August, 2021 | 1 | 2 | 1 | 2 |
| 3 | September, 2021 | 2 | 0 | 1 | 1 |
| 4 | October, 2021 | 1 | 0 | 1 | 0 |
| 5 | November, 2021 | 0 | 0 | 0 | 0 |
| 6 | December, 2021 | 0 | 1 | 1 | 0 |
| | Grand Total | N.A. | 4 | 4 | N.A. |

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 | 2017-18 | 0 | 6 | 6 | 0 |
| 2 | 2018-19 | 0 | 12 | 12 | 0 |
| 3 | 2019-20 | 0 | 4 | 4 | 0 |
| 4 | 2020-21 | 0 | 5 | 4 | 1 |
| 5 | 2021-22 | 1 | 5 | 6 | 0 |
| | Grand Total | N.A. | 32 | 32 | N.A. |