

**Date:** October 19, 2021

**National Stock Exchange of India Limited**

Exchange Plaza,  
Bandra Kurla Complex, Bandra (E),  
Mumbai – 400 051.

Symbol – INDIGRID

**Subject: Disclosure of Statement of Investor Complaints of India Grid Trust for the Quarter ended on September 30, 2021**

**Ref:** Regulation 23 of the SEBI (Infrastructure Investment Trusts) Regulations, 2014 read with Circulars issued thereunder.

Dear Sir/ Madam,

Pursuant to Regulation 23 of the SEBI (Infrastructure Investment Trusts) Regulations, 2014 read with circular no. CIR/IMD/DF/127/2016 dated November 29, 2016, please find attached “Statement of Investor Complaints” of India Grid Trust for the quarter ended on September 30, 2021, issued by KFin Technologies Private Limited, Registrar & Transfer Agent of India Grid Trust.

You are requested to take the same on record.

Thanking you,

**For and on behalf of the IndiGrid Investment Managers Limited**  
(Representing India Grid Trust as its Investment Manager)

**Swapnil Patil**

Company Secretary & Compliance Officer  
ACS-24861

**CC to-**

**Axis Trustee Services Limited**

The Ruby, 2<sup>nd</sup> Floor, SW,  
29, Senapati Bapat Marg,  
Dadar West, Mumbai- 400 028  
Maharashtra, India.

**IndiGrid Investment Managers Limited**  
(formerly known as Sterlite Investment Managers Limited)

**Registered & Corporate Office:** Unit No. 101, First Floor, Windsor, Village KoleKalyan, off CST Road, Vidyanagari Marg, Kalina, Santacruz (East), Mumbai – 400 098, Maharashtra, India **CIN:** U28113MH2010PLC308857

**Ph:** +91 72084 93885 | **Email:** complianceofficer@indigrid.co.in | www.indigrid.co.in

**INDIA GRID TRUST**
**INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.07.2021 TO 30.09.2021**
**For Financial Year 2021-22**

|   | All complaints including SCORES complaints | SCORES complaints |
|---|--|-------------------|
| Number of investor complaints pending at the beginning of the year. | 0  | 0                 |
| Number of investor complaints received during the year.             | 420  | 0                 |
| Number of investor complaints disposed of during the year.          | 420  | 0                 |
| Number of investor complaints pending at the end of the year.       | 0  | 0                 |
| Average time taken for redressal of complaints                      | 2 Working Days                             | 0                 |

**For Quarter Ending on September 30, 2021**

|  | All complaints including SCORES complaints | SCORES complaints |
|--|--|-------------------|
| Number of investor complaints pending at the beginning of the Quarter. | 13   | 0                 |
| Number of investor complaints received during the Quarter.             | 260  | 1                 |
| Number of investor complaints disposed of during the Quarter.          | 273  | 1                 |
| Number of investor complaints pending at the end of the Quarter.       | 0  | 0                 |
| Average time taken for redressal of complaints for the Quarter         | 2 Working Days                             | 2 Workings Day    |

**Complaints pending during FY FY/QE \_\_2021-22\_\_**

|                   | Less than 1 month | 1-3 months | 3-6 months | 6-9 months | 9-12 months | Greater than 12 months | Total |
|-------------------|-------------------|------------|------------|------------|-------------|------------------------|-------|
| All complaints    | 0                 | 0          | 0          | 0          | 0           | 0                      | 0     |
| SCORES complaints | 0                 | 0          | 0          | 0          | 0           | 0                      | 0     |

**Complaints resolved during QE September 30, 2021**

|                   | Less than 1 month | 1-3 months | 3-6 months | 6-9 months | 9-12 months | Greater than 12 months | Total |
|-------------------|-------------------|------------|------------|------------|-------------|------------------------|-------|
| All complaints    | 273               | 0          | 0          | 0          | 0           | 0                      | 273   |
| SCORES complaints | 1                 | 0          | 0          | 0          | 0           | 0                      | 1     |

Yours Sincerely,  
 KFin Technologies Private Limited  
 (Registrar & Transfer Agent for – India Grid Trust)



A N Hariprasad | Unit Manager

**KFin Technologies Private Limited**

(Formerly known as "Karvy Fintech Private Limited")

**Registered & Corporate Office**

Selenium Building, Tower-B, Plot No- 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddi, Telangana, India, 500032.

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