

## Regulatory Disclosures

### Please Note:

#### Complaints registered with CICs:

1. TAT (Turn Around Time) for resolution of complaints is 30 days as per Credit Information Companies Regulation Act, 2005.
2. For complaints pertaining to issues at CIC end:
  - Most of these complaints pertain to Enquiry section (credit application history of loans & credit cards). These could be because some Consumers are unaware / do not recollect that such credit applications will add an enquiry in their CIR (Credit Information Report).
  - Various consumer education initiatives are carried out which has enabled to reduce these types of complaints in FY 23-24.

#### Number of records submitted by the CI during the year (B):

3. Certain CIs who had submitted data in the previous years may not have data submitted in the subsequent years either due to merger, amalgamation, or termination of Certificate of Registration (COR) by the Reserve Bank of India (RBI).
4. The data contains the total number of records ingested into respective repository maintained by TU CIBIL for the reporting cycle month.

#### Complaints registered with CICs during the year ended March 31, 2023

Financial Year	Total number of complaints received by the Credit Information Company (CIC)	Complaints pertaining to issues at Credit Institutions (CIs) level		Complaints pertaining to issues at CIC end	
		Total Number of complaints received	Number of complaints unresolved within TAT	Total Number of complaints received	Number of complaints unresolved within TAT
	A = B + D	(B)	(C)	(D)	(E)
2022-2023	55,41,001	4,50,056	37,653	50,90,945	15,571

#### Complaints registered with CICs during the year ended March 31, 2022

Financial Year	Total number of complaints received by the Credit Information Company (CIC)	Complaints pertaining to issues at Credit Institutions (CIs) level		Complaints pertaining to issues at CIC end	
		Total Number of complaints received	Number of complaints unresolved within TAT	Total Number of complaints received	Number of complaints unresolved within TAT
	A = B + D	(B)	(C)	(D)	(E)
2021-2022	32,65,009	2,78,504	40,709	29,86,505	1,78,424

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
(A)			(B)	(C)			
TOTAL			5,94,40,46,058	4,50,056		37,653	
2022-2023	1	5 PAISA P2P LIMITED	3,717	6	0.161%	3	50.000%
2022-2023	2	A.B. LEASING & FINANCE LTD.	10,66,914	13	0.001%	0	0.000%
2022-2023	3	A.G.F. FINLEASE (INDIA) LTD	2,502	7	0.280%	5	71.429%
2022-2023	4	AADHAR HOUSING FINANCE LIMITED	50,93,150	156	0.003%	8	5.128%
2022-2023	5	AARSH FINCON LIMITED	2,89,029	25	0.009%	14	56.00%
2022-2023	6	AAVAS FINANCIERS LIMITED	42,31,923	178	0.004%	0	0.000%
2022-2023	7	ABASAHEB PATIL RENDAL SAHAKARI BANK LTD , RENDAL	27,273	8	0.029%	6	75.00%
2022-2023	8	ABHINANDAN URBAN CO-OPERATIVE BANK LTD., AMRAVATI	28,885	1	0.003%	1	100%
2022-2023	9	ABHYUDAYA CO-OPERATIVE BANK LIMITED	13,62,285	180	0.013%	13	7.222%
2022-2023	10	ABU DHABI COMMERCIAL BANK PJSC	1	1	100%	1	100%
2022-2023	11	ACE FINLEASE PVT. LTD.	4,319	1	0.023%	0	0.000%
2022-2023	12	AD - MANUM FINANCE LIMITED	13	3	23.077%	2	66.667%
2022-2023	13	ADANI CAPITAL PRIVATE LIMITED	15,29,928	15	0.001%	15	100%
2022-2023	14	ADARSH CO-OPERATIVE BANK LTD.	56,279	4	0.007%	0	0.000%
2022-2023	15	ADARSH CO-OPERATIVE URBAN BANK LTD.,JEDIMETLA	41,878	5	0.012%	2	40.00%
2022-2023	16	ADITSH FINTECH PVT LTD	622	2	0.322%	1	50.000%
2022-2023	17	ADITYA BIRLA FINANCE LIMITED	8,00,75,953	10,327	0.013%	449	4.348%
2022-2023	18	ADITYA BIRLA HOUSING FINANCE LIMITED	30,96,806	46	0.001%	37	80.435%
2022-2023	19	ADVAITA FINANCE SOLUTION PRIVATE LIMITED	0	2		2	100%
2022-2023	20	AEON CREDIT SERVICE PRIVATE LIMITED	3,03,707	259	0.085%	4	1.544%
2022-2023	21	AFFIRMATIVE FINANCIAL SERVICES PRIVATE LIMITED	186	2	1.075%	0	0.000%
2022-2023	22	AGORA MICROFINANCE INDIA LIMITED	0	3		3	100%
2022-2023	23	AGRO INDUS CREDITS LIMITED	6	3	50.000%	1	33.333%
2022-2023	24	AHALIA FINFOREX LIMITED	42,322	2	0.005%	2	100%
2022-2023	25	AHMEDNAGAR SAHAR SAHAKARI BANK MARYADIT	71,092	11	0.015%	5	45.455%
2022-2023	26	AKARA CAPITAL ADVISORS PRIVATE LIMITED	51,02,106	2,134	0.042%	37	1.734%
2022-2023	27	AKASA FINANCE LIMITED	15,42,609	19	0.001%	14	73.684%
2022-2023	28	AKHAND ANAND CO-OPERATIVE BANK LTD.	31,848	9	0.028%	5	55.556%
2022-2023	29	AKME FINTRADE INDIA LTD.	7,25,199	66	0.009%	38	57.576%
2022-2023	30	ALEXCY TRACON PRIVATE LIMITED	2,11,996	367	0.173%	57	15.531%
2022-2023	31	ALLAHABAD BANK	74	19	25.676%	12	63.158%
2022-2023	32	ALMORA URBAN CO-OPERATIVE BANK LTD.	4,27,853	20	0.005%	6	30.00%
2022-2023	33	ALMORA ZILA SAHKARI BANK LIMITED	93,399	2	0.002%	2	100%
2022-2023	34	ALTUM CREDO HOME FINANCE PRIVATE LIMITED	81,722	1	0.001%	0	0.000%
2022-2023	35	ALWAR GENERAL FINANCE CO. (P) LTD.	38,203	2	0.005%	0	0.000%
2022-2023	36	AMARPADMA CREDITS PRIVATE LIMITED	81,214	1	0.001%	1	100%
2022-2023	37	AMBAJOGAI PEOPLES CO-OPERATIVE BANK MARYADIT	52,338	2	0.004%	2	100%
2022-2023	38	AMBERNATH JAI HIND CO-OPERATIVE BANK LTD., AMBERNATH	1,10,877	11	0.010%	11	100%
2022-2023	39	AMBIT FINVEST PRIVATE LIMITED	5,03,390	65	0.013%	39	60.00%
2022-2023	40	AMERICAN EXPRESS BANKING CORP	1,57,73,470	1,437	0.009%	4	0.278%
2022-2023	41	AMOD NAGRIC COOPERATIVE BANK LTD.	1,238	2	0.162%	2	100%
2022-2023	42	AMRAVATI ZILLA MAHILA SAHAKARI BANK LTD.	16,798	3	0.018%	2	66.667%
2022-2023	43	AMRIT MALWA CAPITAL LIMITED	1,77,688	53	0.030%	3	5.660%
2022-2023	44	AMROS COMMERCIAL PRIVATE LIMITED	11,613	18	0.155%	9	50.000%
2022-2023	45	ANAND MERCANTILE CO-OPERATIVE BANK LTD.	73,705	2	0.003%	0	0.000%
2022-2023	46	ANAND RATHI GLOBAL FINANCE LIMITED	42,920	19	0.044%	11	57.895%
2022-2023	47	ANDAMAN & NICOBAR STATE CO-OPERATIVE BANK LTD	1,67,389	2	0.001%	2	100%
2022-2023	48	ANDHRA PRADESH GRAMEENA VIKAS BANK	1,66,02,224	120	0.001%	1	0.833%
2022-2023	49	ANDHRA PRADESH STATE FINANCIAL CORP	45,109	12	0.027%	2	16.667%
2022-2023	50	ANDHRA PRAGATHI GRAMEENA BANK	1,23,12,369	74	0.001%	33	44.595%
2022-2023	51	ANKUR TRADE LINKS PRIVATE LIMITED	29,579	9	0.030%	3	33.333%
2022-2023	52	ANNAPURNA FINANCE PRIVATE LIMITED	10,66,426	11	0.001%	4	36.364%
2022-2023	53	ANU COLONISERS LIMITED	4,575	10	0.219%	7	70.00%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	54	APAC FINANCIAL SERVICES PVT LTD	2,69,636	4	0.001%	3	75.00%
2022-2023	55	APARAMPAAR FINANCE PVT LTD	581	3	0.516%	3	100%
2022-2023	56	APAROKSHA FINANCIAL SERVICES PRIVATE LIMITED	1,06,395	1	0.001%	1	100%
2022-2023	57	APHELION FINANCE PVT. LTD.	72,052	75	0.104%	20	26.667%
2022-2023	58	APIAN FINANCE & INVESTMENT LIMITED	14	1	7.143%	0	0.000%
2022-2023	59	APNA SAHAKARI BANK LTD.	2,36,874	19	0.008%	16	84.211%
2022-2023	60	APOLLO FINVEST ( INDIA ) LIMITED	61,07,715	1,863	0.031%	49	2.630%
2022-2023	61	APPASHEB BIRNALE SAHAKARI BANK LTD., DUDHGAON	13,892	3	0.022%	3	100%
2022-2023	62	APTUS VALUE HOUSING FINANCE INDIA LIMITED	7,68,528	8	0.001%	1	12.500%
2022-2023	63	ARIS CAPITAL PRIVATE LIMITED	17,279	9	0.052%	6	66.667%
2022-2023	64	ARISTO SECURITIES PRIVATE LIMITED	1,29,838	1	0.001%	1	100%
2022-2023	65	ARKA FINCAP LIMITED	14,818	9	0.061%	0	0.000%
2022-2023	66	ARKAY INTERNATIONAL FINSEC (P) LTD	280	1	0.357%	1	100%
2022-2023	67	ARMAN FINANCIAL SERVICES LIMITED	12,50,013	4	0.000%	1	25.000%
2022-2023	68	ARNOLD HOLDINGS LTD.	45,06,429	1,109	0.025%	16	1.443%
2022-2023	69	AROHAN FINANCIAL SERVICES LTD.	89,995	32	0.036%	7	21.875%
2022-2023	70	ARTHAN FINANCE PRIVATE LIMITED	51	73	143.137%	13	17.808%
2022-2023	71	ARTHASHASTRA EPAYLATER FINANCIAL PRIVATE LIMITED	313	15	4.792%	9	60.00%
2022-2023	72	ARTHIMPACT DIGITAL LOANS PRIVATE LTD	14,79,702	1,054	0.071%	255	24.194%
2022-2023	73	ARTHMATE FINANCING INDIA PRIVATE LIMITED	2,27,393	336	0.148%	158	47.024%
2022-2023	74	ARUNA FINANCE LIMITED	1,16,343	5	0.004%	2	40.00%
2022-2023	75	ARUNACHAL PRADESH RURAL BANK	11,450	4	0.035%	3	75.00%
2022-2023	76	ARVIND SAHAKARI BANK LIMITED	1,38,173	11	0.008%	0	0.000%
2022-2023	77	ARYADHAN FINANCIAL SOLUTIONS PRIVATE LIMITED	3,901	5	0.128%	5	100%
2022-2023	78	ARYAVART BANK	1,47,21,376	324	0.002%	70	21.605%
2022-2023	79	ASCOM LEASING & INVESTMENTS LIMITED	499	21	4.208%	14	66.667%
2022-2023	80	ASHOK LEYLAND FINANCE LTD	0	2		2	100%
2022-2023	81	ASHV FINANCE LIMITED	3,53,066	91	0.026%	8	8.791%
2022-2023	82	ASIRVAD MICROFINANCE PVT LTD	20,12,719	18	0.001%	18	100%
2022-2023	83	ASREC (INDIA) LIMITED	890	1	0.112%	0	0.000%
2022-2023	84	ASSAM FINANCIAL CORPORATION	2,583	4	0.155%	4	100%
2022-2023	85	ASSAM GRAMIN VIKASH BANK	66,04,874	272	0.004%	7	2.574%
2022-2023	86	ASSET RECONSTRUCTION COMPANY (INDIA) LIMITED	34,18,918	459	0.013%	18	3.922%
2022-2023	87	ASSETS CARE & RECONSTRUCTION ENTERPRISE LTD.	9,367	20	0.214%	12	60.00%
2022-2023	88	ATD FINANCIAL SERVICES PVT. LTD.	8,844	19	0.215%	4	21.053%
2022-2023	89	ATEN CAPITAL PRIVATE LIMITED	0	1		1	100%
2022-2023	90	ATUL ADANI FINANCIAL SERVICES PVT LTD	1,112	4	0.360%	4	100%
2022-2023	91	AU SMALL FINANCE BANK LIMITED	3,02,10,064	1,355	0.004%	84	6.199%
2022-2023	92	AURIOLUS FINVEST PRIVATE LIMITED	1,378	1	0.073%	1	100%
2022-2023	93	AUXILO FINSERVE PRIVATE LIMITED	1,61,183	5	0.003%	1	20.000%
2022-2023	94	AVANSE FINANCIAL SERVICES LIMITED	18,58,783	187	0.010%	15	8.021%
2022-2023	95	AVANTI FINANCE PRIVATE LIMITED	12,55,921	2	0.000%	1	50.000%
2022-2023	96	AVENDUS FINANCE PRIVATE LIMITED	605	1	0.165%	0	0.000%
2022-2023	97	AVIOM INDIA HOUSING FINANCE PRIVATE LIMITED	6,72,765	4	0.001%	3	75.00%
2022-2023	98	AXIS BANK LTD	19,50,12,587	14,999	0.008%	371	2.473%
2022-2023	99	AXIS FINANCE LIMITED	9,94,642	54	0.005%	14	25.926%
2022-2023	100	AXON FINANCE AND SECURITIES LIMITED	0	2		0	0.000%
2022-2023	101	AYE FINANCE PRIVATE LIMITED	64,65,716	84	0.001%	5	5.952%
2022-2023	102	B.R.M LEASE & CREDIT LIMITED.	6,047	1	0.017%	1	100%
2022-2023	103	BABAJI DATE MAHILA SAHAKARI BANK LTD.	3,371	10	0.297%	10	100%
2022-2023	104	BAID LEASING AND FINANCE COMPANY LTD	53,378	8	0.015%	8	100%
2022-2023	105	BAJAJ FINANCE LIMITED	43,58,34,057	17,728	0.004%	1,568	8.845%
2022-2023	106	BAJAJ HOUSING FINANCE LIMITED	51,72,238	214	0.004%	17	7.944%
2022-2023	107	BALAGERIA C CO-OP BANK LTD , CONTAI	63,062	1	0.002%	1	100%
2022-2023	108	BANDA URBAN CO-OPERATIVE BANK LTD., BANDA	3,033	1	0.033%	1	100%
2022-2023	109	BANDHAN BANK LIMITED	3,00,77,483	567	0.002%	78	13.757%
2022-2023	110	BANGIYA GRAMIN VIKASH BANK	41,21,302	237	0.006%	90	37.975%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	111	BANK OF AMERICA	2,51,129	1	0.000%	0	0.000%
2022-2023	112	BANK OF BAHRAIN & KUWAIT B S C	9,465	4	0.042%	3	75.00%
2022-2023	113	BANK OF BARODA	11,41,17,334	6,442	0.006%	325	5.045%
2022-2023	114	BANK OF INDIA	8,17,89,930	4,588	0.006%	2,037	44.398%
2022-2023	115	BANK OF MAHARASHTRA	2,06,57,752	2,091	0.010%	156	7.461%
2022-2023	116	BANK OF RAJASTHAN LTD	548	15	2.737%	9	60.00%
2022-2023	117	BARAN NAGARIK SAHAKARI BANK LTD., BARAN	45,479	3	0.007%	2	66.667%
2022-2023	118	BARCLAYS BANK PLC	3,59,323	290	0.081%	25	8.621%
2022-2023	119	BARCLAYS INVESTMENTS AND LOANS (INDIA) PRIVATE LIMITED	425	96	22.588%	5	5.208%
2022-2023	120	BARODA GUJARAT GRAMIN BANK	38,41,529	68	0.002%	8	11.765%
2022-2023	121	BARODA RAJASTHAN KSHETRIYA GRAMIN BANK	97,88,291	404	0.004%	120	29.703%
2022-2023	122	BARODA U.P. BANK	62,62,658	326	0.005%	114	34.969%
2022-2023	123	BAROTA FINANCE LIMITED	1,67,810	2	0.001%	2	100%
2022-2023	124	BASSEIN CATHOLIC CO-OPERATIVE BANK LIMITED	3,92,562	40	0.010%	7	17.500%
2022-2023	125	BEE PEE JAY FINANCE LIMITED	66,061	4	0.006%	1	25.000%
2022-2023	126	BEE SECURE HOME FINANCE PRIVATE LIMITED	24	2	8.333%	2	100%
2022-2023	127	BEED DISTRICT CENTRAL COOPERATIVE BANK LIMITED, RAJURIVES	46,334	3	0.006%	2	66.667%
2022-2023	128	BELGAUM ZILLA RANI CHANNAMMA MAHILA SAHAKARI BANK NIYAMIT, BELGAUM	39,503	1	0.003%	0	0.000%
2022-2023	129	BELL FINVEST INDIA LIMITED	8	9	112.500%	6	66.667%
2022-2023	130	BELSTAR MICROFINANCE LIMITED	2,79,352	3	0.001%	0	0.000%
2022-2023	131	BERAR FINANCE LIMITED	19,60,631	104	0.005%	4	3.846%
2022-2023	132	BEST CAPITAL SERVICES LIMITED	65,066	19	0.029%	9	47.368%
2022-2023	133	BHAGINI NIVEDITA SAHAKARI BANK MARYADIT	1,54,220	8	0.005%	1	12.500%
2022-2023	134	BHANIX FINANCE & INVESTMENT LTD	34,79,414	3,867	0.111%	3	0.078%
2022-2023	135	BHARAT FINANCIAL INCLUSION LIMITED	3	1	33.333%	1	100%
2022-2023	136	BHARATHIYA SAHAKARA BANK NIYAMITHA, CHAMRAJANAGAR	4,997	3	0.060%	3	100%
2022-2023	137	BHARATI SAHAKARI BANK LTD.	2,47,582	17	0.007%	7	41.176%
2022-2023	138	BHARATIYA MAHILA BANK	33	2	6.061%	2	100%
2022-2023	139	BHAVANI URBAN CO-OPERATIVE BANK LTD., GEORAI	17,387	3	0.017%	3	100%
2022-2023	140	BHILWARA URBAN CO-OPERATIVE BANK LIMITED	11,245	2	0.018%	2	100%
2022-2023	141	BHINGAR URBAN CO-OPERATIVE BANK LTD.	2,41,056	1	0.000%	1	100%
2022-2023	142	BHOPAL CO-OPERATIVE CENTRAL BANK LIMITED	10,24,010	8	0.001%	5	62.500%
2022-2023	143	BHORUKA CLASSIC FINANCE PVT. LTD.	20,482	2	0.010%	1	50.000%
2022-2023	144	BIBBY FINANCIAL SERVICES (INDIA) PRIVATE LIMITED	2	1	50.000%	1	100%
2022-2023	145	BIGWIN INFOTECH PVT LTD	2,217	6	0.271%	5	83.333%
2022-2023	146	BIJAY FINANCE & INVESTMENT PRIVATE LIMITED	4,907	4	0.082%	4	100%
2022-2023	147	BINDAWALA BANIJYA LTD	4	34	850.000%	24	70.588%
2022-2023	148	BISHWANATH INDUSTRIES LIMITED	12,507	37	0.296%	19	51.351%
2022-2023	149	BITC LOAN SERVICES PVT LTD	232	2	0.862%	2	100%
2022-2023	150	BIZLOAN PRIVATE LIMITED	18,511	1	0.005%	0	0.000%
2022-2023	151	BLACKSOIL CAPITAL PRIVATE LIMITED	20,501	15	0.073%	11	73.333%
2022-2023	152	BLUE JAY FINLEASE PRIVATE LIMITED	81,923	50	0.061%	3	6.00%
2022-2023	153	BMW INDIA FINANCIAL SERVICES PRIVATE LIMITED	2,27,457	37	0.016%	14	37.838%
2022-2023	154	BNP PARIBAS	1,72,228	2	0.001%	1	50.000%
2022-2023	155	BOB CARDS LIMITED	1,47,86,179	1,729	0.012%	16	0.925%
2022-2023	156	BOMBAY MERCANTILE CO-OPERATIVE BANK LTD	1,89,524	32	0.017%	18	56.250%
2022-2023	157	BRANCH INTERNATIONAL FINANCE SERVICES PRIVATE LIMITED	0	2,534		14	0.552%
2022-2023	158	BRD SECURITIES LIMITED	13	2	15.385%	2	100%
2022-2023	159	BRIDGE FINTECH SOLUTIONS PRIVATE LIMITED	28,231	14	0.050%	0	0.000%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	160	BULDANA DISTRICT CENTRAL COOPERATIVE BANK LTD.,	17,306	10	0.058%	6	60.00%
2022-2023	161	C I CAPITAL PRIVATE LIMITED	13,819	3	0.022%	2	66.667%
2022-2023	162	CANARA BANK	23,23,11,679	7,544	0.003%	835	11.068%
2022-2023	163	CANBANK FACTORS LIMITED	5,805	4	0.069%	4	100%
2022-2023	164	CANFIN HOMES LTD.	66,96,248	240	0.004%	7	2.917%
2022-2023	165	CAPFLOAT FINANCIAL SERVICES PRIVATE LIMITED	6,65,06,773	6,085	0.009%	69	1.134%
2022-2023	166	CAPITAL FIRST HOME FINANCE PVT LIMITED	0	3		1	33.333%
2022-2023	167	CAPITAL FIRST LIMITED	326	34	10.429%	13	38.235%
2022-2023	168	CAPITAL INDIA FINANCE LIMITED	1,01,698	16	0.016%	15	93.750%
2022-2023	169	CAPITAL INDIA HOME LOANS LIMITED	1,58,939	25	0.016%	16	64.00%
2022-2023	170	CAPITAL SMALL FINANCE BANK LIMITED	10,06,567	41	0.004%	24	58.537%
2022-2023	171	CAPITAL TRADE LINKS LIMITED	1,46,164	414	0.283%	114	27.536%
2022-2023	172	CAPITAL TRUST LIMITED	1,30,830	6	0.005%	3	50.000%
2022-2023	173	CAPRI GLOBAL CAPITAL LIMITED	6,52,120	3	0.000%	2	66.667%
2022-2023	174	CAPRI GLOBAL HOUSING FINANCE PRIVATE LIMITED	4,49,980	78	0.017%	7	8.974%
2022-2023	175	CAPSAVE FINANCE PRIVATE LIMITED	61,403	3	0.005%	2	66.667%
2022-2023	176	CARE INDIA FINVEST LIMITED	0	1		1	100%
2022-2023	177	CARS 24 FINANCIAL SERVICES PRIVATE LIMITED	173	68	39.306%	9	13.235%
2022-2023	178	CASPIAN IMPACT INVESTMENTS PRIAVTE LIMIT	11,208	3	0.027%	3	100%
2022-2023	179	CATERPILLAR FINANCIAL SERVICES INDIA PRIVATE LIMITED	8,087	7	0.087%	7	100%
2022-2023	180	CEEJAY FINANCE LTD.	19,256	7	0.036%	7	100%
2022-2023	181	CELESTIUM FINANCIAL LIMITED	2,016	1	0.050%	1	100%
2022-2023	182	CENT BANK HOME FINANCE LIMITED	3,49,898	14	0.004%	12	85.714%
2022-2023	183	CENTRAL BANK OF INDIA	5,07,03,349	5,314	0.010%	869	16.353%
2022-2023	184	CENTRUM FINANCIAL SERVICES LTD.	60,406	17	0.028%	17	100%
2022-2023	185	CENTRUM HOUSING FINANCE LIMITED	1,90,304	7	0.004%	4	57.143%
2022-2023	186	CENTURION BANK OF PUNJAB LIMITED	11	50	454.545%	11	22.000%
2022-2023	187	CFM ASSET RECONSTRUCTION PRIVATE LIMITED	2,772	2	0.072%	2	100%
2022-2023	188	CHAITANYA GODAVARI GRAMEENA BANK	71,25,983	72	0.001%	4	5.556%
2022-2023	189	CHALLANI CAPITAL LIMITED	0	1		1	100%
2022-2023	190	CHAMOLI ZILA SAHAKARI BANK LIMITED	1,70,301	1	0.001%	1	100%
2022-2023	191	CHARTERED SAHAKARI BANK NIYAMITHA	4,162	2	0.048%	0	0.000%
2022-2023	192	CHEMMANUR CREDITS & INVESTMENTS LTD.	10,31,808	19	0.002%	16	84.211%
2022-2023	193	CHENNAI CENTRAL CO-OPERATIVE BANK LTD	4,38,050	6	0.001%	6	100%
2022-2023	194	CHHATTISGARH RAJYA GRAMIN BANK	28,60,975	107	0.004%	6	5.607%
2022-2023	195	CHINMAY FINLEASE LIMITED	1,11,977	192	0.171%	13	6.771%
2022-2023	196	CHINTAMANI FINLEASE LIMITED	63,521	130	0.205%	23	17.692%
2022-2023	197	CHITTORGARH KENDRIYA SAHKARI BANK LTD.	28,020	4	0.014%	3	75.00%
2022-2023	198	CHITTORGARH URBAN COOPERATIVE BANK LTD. CHITTORGARH	12,298	3	0.024%	3	100%
2022-2023	199	CHOLAMANDALAM INVESMENT & FINANCE COMPANY	3,21,31,602	2,308	0.007%	216	9.359%
2022-2023	200	CHURU ZILA URBAN CO-OPERATIVE BANK LTD.,SADULPUR	10,532	1	0.009%	1	100%
2022-2023	201	CITIBANK N A	4,15,96,010	4,245	0.010%	195	4.594%
2022-2023	202	CITICORP FINANCE INDIA LIMITED	5,59,743	761	0.136%	36	4.731%
2022-2023	203	CITICORP MARUTI FINANCE LIMITED	46,070	34	0.074%	26	76.471%
2022-2023	204	CITIZEN CREDIT CO-OPERATIVE BANK LIMITED	49,385	2	0.004%	2	100%
2022-2023	205	CITRA FINANCIALS PRIVATE LIMITED	36,373	4	0.011%	3	75.00%
2022-2023	206	CITY UNION BANK LIMITED	1,39,97,018	140	0.001%	2	1.429%
2022-2023	207	CLIX CAPITAL SERVICES PRIVATE LIMITED	27,91,147	1,152	0.041%	379	32.899%
2022-2023	208	CLIX FINANCE INDIA PRIVATE LIMITED	21,211	1,228	5.789%	384	31.270%
2022-2023	209	CNH INDUSTRIAL CAPITAL (INDIA) PRIVATE LIMITED	8,09,238	13	0.002%	1	7.692%
2022-2023	210	COASTAL LOCAL AREA BANK LTD.	5,19,730	15	0.003%	13	86.667%
2022-2023	211	COL RD NIKAM SAINIK SAHAKARI BANK LTD.	1,85,656	3	0.002%	1	33.333%

## Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	212	COLLECTIUS FINANCE INDIA PRIVATE LIMITED	70,235	22	0.031%	4	18.182%
2022-2023	213	COMMUNITY FINANCE PRIVATE LIMITED	37,200	1	0.003%	1	100%
2022-2023	214	CONATUS FINSERVE PRIVATE LIMITED	9,762	2	0.020%	0	0.000%
2022-2023	215	CONSOLIDATED INDUSTRIAL FINANCE PRIVATE LTD.	134	1	0.746%	1	100%
2022-2023	216	CONTAI CO-OPERATIVE BANK LTD., CONTAI	6,45,930	3	0.000%	3	100%
2022-2023	217	CONTYPARK FINANCE CORPORATION LIMITED	32	8	25.000%	2	25.000%
2022-2023	218	CO-OPERATIVE BANK OF BARODA LIMITED	3	1	33.333%	1	100%
2022-2023	219	CORPORATION BANK	53	9	16.981%	8	88.889%
2022-2023	220	CREDIT ONE PAYMENT SOLUTION PRIVATE LIMITED	2,513	1	0.040%	1	100%
2022-2023	221	CREDIT SUISSE FINANCE (INDIA) PRIVATE LIMITED	2,089	1	0.048%	1	100%
2022-2023	222	CREDIT WISE CAPITAL PRIVATE LIMITED	0	8		8	100%
2022-2023	223	CREDITACCESS GRAMEEN LIMITED	11,22,855	14	0.001%	12	85.714%
2022-2023	224	CSB BANK LIMITED	88,91,182	28	0.000%	2	7.143%
2022-2023	225	CSL FINANCE LIMITED	50,532	21	0.042%	2	9.524%
2022-2023	226	CTBC BANK COMPANY LIMITED	1,896	1	0.053%	1	100%
2022-2023	227	D. S. INTEGRATED FINSEC PVT. LTD.	10,533	2	0.019%	2	100%
2022-2023	228	DAHANU ROAD JANATA CO-OP BANK LIMITED DAHANU ROAD	65,063	5	0.008%	0	0.000%
2022-2023	229	DAKSHIN BIHAR GRAMIN BANK	22,37,964	92	0.004%	8	8.696%
2022-2023	230	DAR CREDIT & CAPITAL LIMITED	2,19,269	3	0.001%	0	0.000%
2022-2023	231	DARUSSALAM CO-OP URBAN BANK LTD.	4,05,553	13	0.003%	11	84.615%
2022-2023	232	DATSON EXPORTS LIMITED	0	56		40	71.429%
2022-2023	233	DATTATRAYA MAHARAJ KALAMBE JAOLI SAHAKARI BANK LTD	83,491	25	0.030%	0	0.000%
2022-2023	234	DAUND URBAN CO-OP BANK LTD.	11,319	2	0.018%	2	100%
2022-2023	235	DAUSA URBAN COOPERATIVE BANK LTD., DAUSA	716	1	0.140%	1	100%
2022-2023	236	DAVINTA FINANCIAL SERVICES PRIVATE LIMITED	0	4		3	75.00%
2022-2023	237	DBS BANK LIMITED	17,07,376	92	0.005%	62	67.391%
2022-2023	238	DBS-BFL CO-BRANDED CARDS PROGRAMME	8,89,281	6	0.001%	6	100%
2022-2023	239	DCB BANK	81,98,312	535	0.007%	73	13.645%
2022-2023	240	DE LAGE LANDEN FINANCIAL SERVICES INDIA PVT. LTD.	1,70,684	18	0.011%	14	77.778%
2022-2023	241	DEALING BENEFICIAL FINANCIAL SERVICE PRIVATE LIMITED	5,711	2	0.035%	1	50.000%
2022-2023	242	DECCAN FINANCE LIMITED	15,086	10	0.066%	4	40.00%
2022-2023	243	DECIMUS FINANCIAL LIMITED	71	4	5.634%	3	75.00%
2022-2023	244	DEENDAYAL NAGARI SAHAKARI BANK MARYADIT	1,61,786	11	0.007%	9	81.818%
2022-2023	245	DEFENCE ACCOUNTS CO-OP BANK LTD, PUNE	12,229	6	0.049%	6	100%
2022-2023	246	DEL CAPITAL PRIVATE LIMITED	4,56,029	148	0.032%	6	4.054%
2022-2023	247	DELHI NAGRIK SEHKARI BANK LTD	13,490	8	0.059%	8	100%
2022-2023	248	DENA BANK	83	163	196.386%	6	3.681%
2022-2023	249	DEOGIRI NAGARI SAHAKARI BANK LTD.; AURANGABAD.	2,31,111	33	0.014%	4	12.121%
2022-2023	250	DEUTSCHE BANK	5,57,162	247	0.044%	77	31.174%
2022-2023	251	DEVI GAYATRI CO-OP URBAN BANK LIMITED	718	2	0.279%	2	100%
2022-2023	252	DEWAN HOUSING FINANCE CORPORATION LTD	30	5	16.667%	2	40.00%
2022-2023	253	DFL INFRASTRUCTURE FINANCE LTD	2	2	100%	2	100%
2022-2023	254	DHANALAKSHMI BANK	0	8		0	0.000%
2022-2023	255	DHANI LOANS AND SERVICES LIMITED	3,27,75,163	14,276	0.044%	154	1.079%
2022-2023	256	DHANLAXMI BANK LIMITED	22,49,188	175	0.008%	9	5.143%
2022-2023	257	DHANVARSHA FINVEST LTD.	5,31,515	65	0.012%	38	58.462%
2022-2023	258	DHARA MOTOR FINANCE LIMITED	89,958	13	0.014%	12	92.308%
2022-2023	259	DHARAMVIR SAMBAHAI URBAN CO-OP BANK LTD.	623	4	0.642%	3	75.00%
2022-2023	260	DHULE VIKAS SAHAKARI BANK LIMITED, DHULE	3,327	4	0.120%	0	0.000%
2022-2023	261	DIAMOND CAPFIN PRIVATE LIMITED	11,306	3	0.027%	3	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	262	DIGANTA INVESTMENTS & FINANCE COMPANY LTD.	14	1	7.143%	1	100%
2022-2023	263	DIGIKREDIT FINANCE PRIVATE LIMITED	96,206	41	0.043%	27	65.854%
2022-2023	264	DISTRICT CENTRAL CO-OPERATIVE BANK LTD., DURG, CHATTISGARH (JILA SAHAKARI KENDRIYA BANK MYDT. DURG)	12,88,524	3	0.000%	3	100%
2022-2023	265	DISTRICT CENTRAL CO-OPERATIVE BANK LTD.,BILASPUR	44,37,176	1	0.000%	1	100%
2022-2023	266	DISTRICT CO-OPERATIVE BANK LTD., DEHRADUN	1,49,872	2	0.001%	2	100%
2022-2023	267	DITYA FINANCE PRIVATE LIMITED	20,299	5	0.025%	4	80.00%
2022-2023	268	DIWAKAR TRACOM PVT LTD	49,504	3	0.006%	3	100%
2022-2023	269	DMI FINANCE PRIVATE LIMITED	4,92,57,667	7,000	0.014%	53	0.757%
2022-2023	270	DMI HOUSING FINANCE PRIVATE LIMITED	1,17,565	11	0.009%	4	36.364%
2022-2023	271	DOLPHIN MONEY PRIVATE LIMITED	10,481	2	0.019%	2	100%
2022-2023	272	DOMBIVALI NAGARIK SAHAKARI BANK LTD.	5,56,280	42	0.008%	2	4.762%
2022-2023	273	DOVEFIN MICROFINANCE PRIVATE LIMITED	1	3	300.000%	3	100%
2022-2023	274	DPA FINANCE PRIVATE LIMITED	2	4	200.000%	2	50.000%
2022-2023	275	DR. ANNASHEB CHOUGULE URBAN COOPERATIVE BANK LTD.	67,287	4	0.006%	4	100%
2022-2023	276	DR. APPASHEB URF SA. RE. PATIL JAYSINGPUR UDGAON SAHAKARI BANK LTD.	1,55,794	8	0.005%	1	12.500%
2022-2023	277	DR. JAIPRAKASH MUNDADA URBAN COOPERATIVE BANK LTD., PARBHANI	8,407	1	0.012%	1	100%
2022-2023	278	DR. PUNJABRAO DESHMUKH URBAN COOPERATIVE BANK LTD.	33,802	2	0.006%	2	100%
2022-2023	279	DRP FINANCIAL SERVICES PRIVATE LIMITED	1,06,838	229	0.214%	37	16.157%
2022-2023	280	DSP MERRILL LYNCH CAPITAL LIMITED	22	1	4.545%	1	100%
2022-2023	281	DURGAPUR STEEL PEOPLES' CO-OP BANK LTD	32,114	1	0.003%	0	0.000%
2022-2023	282	EARLYSALARY SERVICES PRIVATE LIMITED	48,50,301	1,573	0.032%	131	8.328%
2022-2023	283	ECL FINANCE	2,48,088	136	0.055%	20	14.706%
2022-2023	284	ECW CONSULTANTS PRIVATE LIMITED	1,584	1	0.063%	1	100%
2022-2023	285	EDC LIMITED	1,23,450	18	0.015%	9	50.000%
2022-2023	286	EDELWEISS ASSET RECONSTRUCTION COMPANY LIMITED	4,35,729	43	0.010%	24	55.814%
2022-2023	287	EDELWEISS RETAIL FINANCE LIMITED	1,07,781	148	0.137%	38	25.676%
2022-2023	288	EDUVANZ FINANCING PRIVATE LIMITED	2,93,365	62	0.021%	13	20.968%
2022-2023	289	EKAGRATA FINANCE PRIVATE LIMITED	1,78,906	98	0.055%	16	16.327%
2022-2023	290	ELECTRONICA FINANCE	2,83,089	88	0.031%	49	55.682%
2022-2023	291	ELLAQUAI DEHATI BANK	4,41,095	7	0.002%	4	57.143%
2022-2023	292	EMIRATES NBD BANK (P.J.S.C)	583	1	0.172%	0	0.000%
2022-2023	293	EMOTE FINANCE PRIVATE LIMITED	75	1	1.333%	1	100%
2022-2023	294	ENCORE ASSET RECONSTRUCTION COMPANY PRIVATE LIMITED	4,07,637	31	0.008%	13	41.935%
2022-2023	295	ENN ENN FINCAP INDIA PRIVATE LIMITED	31	1	3.226%	0	0.000%
2022-2023	296	ENRON SECURITIES PVT LTD.	28	38	135.714%	2	5.263%
2022-2023	297	EPIMONEY PRIVATE LIMITED	2,00,353	86	0.043%	14	16.279%
2022-2023	298	EQUENTIA FINANCIAL SERVICES PRIVATE LIMITED	6,922	2	0.029%	2	100%
2022-2023	299	EQUITAS SMALL FINANCE BANK LIMITED	1,34,82,553	173	0.001%	119	68.786%
2022-2023	300	ERNAKULAM DISTRICT CO-OPERATIVE BANK LTD.	3,13,700	25	0.008%	24	96.00%
2022-2023	301	ESAF SMALL FINANCE BANK LIMITED	40,20,899	17	0.000%	0	0.000%
2022-2023	302	ESSEL FINANCE BUSINESS LOANS LIMITED	0	7		7	100%
2022-2023	303	ETYACOL TECHNOLOGIES PRIVATE LIMITED	21,794	53	0.243%	3	5.660%
2022-2023	304	EXCELLENT FIN- INVESTMENT PRIVATE LIMITED	0	1		1	100%
2022-2023	305	EXPORT IMPORT BANK OF INDIA	4,751	5	0.105%	4	80.00%
2022-2023	306	FAIR DEAL GENERAL FINANCE COMPANY LIMITED	0	3		2	66.667%
2022-2023	307	FAIRASSETS TECHNOLOGIES INDIA PVT LTD	1,87,524	362	0.193%	11	3.039%
2022-2023	308	FAITH FINANCIALS PRIVATE LIMITED	0	3		2	66.667%
2022-2023	309	FAMILY CREDIT LIMITED	30	2	6.667%	2	100%
2022-2023	310	FARGROW FINANCE AND INVESTMENTS PVT. LTD	0	4		4	100%
2022-2023	311	FASTTRACK HOUSING FINANCE PRIVATE LIMITED	6,548	2	0.031%	2	100%



### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	312	FEDBANK FINANCIAL SERVICES LIMITED	30,00,113	255	0.008%	30	11.765%
2022-2023	313	FEXPRIME FINANCE PRIVATE LIMITED	24,20,234	132	0.005%	20	15.152%
2022-2023	314	FINCARE SMALL FINANCE BANK LIMITED	15,09,169	70	0.005%	2	2.857%
2022-2023	315	FINCFRIENDS PRIVATE LIMITED	29,17,889	1,957	0.067%	342	17.476%
2022-2023	316	FINGROW CAPITAL PRIVATE LIMITED	2,847	2	0.070%	2	100%
2022-2023	317	FINGROWTH CO-OPERATIVE BANK LIMITED	22,031	2	0.009%	2	100%
2022-2023	318	FINKURVE FINANCIAL SERVICES LIMITED	3,72,301	327	0.088%	75	22.936%
2022-2023	319	FINNABLE CREDIT PRIVATE LIMITED	14,927	33	0.221%	23	69.697%
2022-2023	320	FINOVA CAPITAL PRIVATE LIMITED	11,52,980	20	0.002%	0	0.000%
2022-2023	321	FINTREE FINANCE PRIVATE LIMITED	1,58,809	27	0.017%	21	77.778%
2022-2023	322	FIRST ABU DHABI BANK PJSC	0	1		1	100%
2022-2023	323	FIRSTRAND BANK LIMITED	0	2		2	100%
2022-2023	324	FIVE-STAR BUSINESS FINANCE LIMITED	26,29,980	28	0.001%	19	67.857%
2022-2023	325	FORD CREDIT INDIA PRIVATE LIMITED	594	9	1.515%	8	88.889%
2022-2023	326	FOX CAPITAL PRIVATE LIMITED	2	8	400.000%	8	100%
2022-2023	327	FUN 'N' FOOD PRIVATE LIMITED	1,038	3	0.289%	2	66.667%
2022-2023	328	FUSION MICRO FINANCE LIMITED	1,85,806	3	0.002%	3	100%
2022-2023	329	FUTURE FINANCIAL SERVICES LIMITED	0	1		1	100%
2022-2023	330	G T P FINANCE LIMITED	1,47,175	5	0.003%	5	100%
2022-2023	331	GANDHIBAG SAHAKARI BANK LTD; NAGPUR	42,724	2	0.005%	1	50.000%
2022-2023	332	GANESH LEASFIN PRIVATE LIMITED	481	1	0.208%	1	100%
2022-2023	333	GAUTAM SAHAKARI BANK LTD.	7,515	1	0.013%	0	0.000%
2022-2023	334	GAYATRI CO-OPERATIVE URBAN BANK LTD, JAGTIAL	74	29	39.189%	18	62.069%
2022-2023	335	GEO VPL FINANCE PRIVATE LIMITED	2,669	2	0.075%	0	0.000%
2022-2023	336	GEOJIT CREDITS PRIVATE LIMITED	7,595	2	0.026%	2	100%
2022-2023	337	GEPL FINANCE PVT. LTD.	4	2	50.000%	0	0.000%
2022-2023	338	GHALLA AND BHANSALI SECURITIES PRIVATE LIMITED	3,38,400	491	0.145%	284	57.841%
2022-2023	339	GIC HOUSING FINANCE LIMITED	29,03,313	94	0.003%	28	29.787%
2022-2023	340	GILADA FINANCE & INVESTMENT LTD.	10,189	1	0.010%	1	100%
2022-2023	341	GMAC FINANCIAL SERVICES LTD	3	15	500.000%	15	100%
2022-2023	342	GODAVARI URBAN CO-OP. BANK LIMITED	10,509	2	0.019%	1	50.000%
2022-2023	343	GODAVARI URBAN COOPERATIVE BANK LTD., VAZIRABAD, NANDED	4,993	2	0.040%	1	50.000%
2022-2023	344	GODREJ HOUSING FINANCE LIMITED	1,12,520	4	0.004%	4	100%
2022-2023	345	GONDAL NAGRIK SAHAKARI BANK LTD.	27,275	1	0.004%	1	100%
2022-2023	346	GOODSKILL SECURITIES AND SERVICES LIMITED	41,216	136	0.330%	75	55.147%
2022-2023	347	GOSREE FINANCE LIMITED	18,359	7	0.038%	5	71.429%
2022-2023	348	GOVE FINANCE LIMITED	17,069	5	0.029%	3	60.00%
2022-2023	349	GOYAL ASSOCIATES LIMITED	4,331	8	0.185%	8	100%
2022-2023	350	GP PARSIK SAHAKARI BANK LTD, KALWA, THANE	5,90,689	33	0.006%	6	18.182%
2022-2023	351	GREAT MEERA FINLEASE PRIVATE LIMITED, CHENNAI	1,731	7	0.404%	6	85.714%
2022-2023	352	GREEN MALABAR FINANCE VENTURES LIMITED	14,083	8	0.057%	4	50.000%
2022-2023	353	GRIHUM HOUSING FINANCE LIMITED	12,43,322	66	0.005%	0	0.000%
2022-2023	354	GROMOR FINANCE PRIVATE LIMITED	22,427	35	0.156%	25	71.429%
2022-2023	355	GUARDIAN SOUHARDA SAHAKARI BANK NIYAMITA	29,452	3	0.010%	2	66.667%
2022-2023	356	GUJARAT AMBUJA CO-OPERATIVE BANK LTD	16,526	1	0.006%	0	0.000%
2022-2023	357	GYANDHAN FINANCIAL SERVICES PRIVATE LIMITED	14,689	3	0.020%	1	33.333%
2022-2023	358	HARVINDER FINANCE COMPANY PVT LIMITED	31,643	3	0.009%	3	100%
2022-2023	359	HARYANA STATE INDUSTRIAL & INFRA. DEV. CORP. LTD.	0	2		1	50.000%
2022-2023	360	HDB FINANCIAL SERVICES LIMITED	7,81,31,222	3,650	0.005%	71	1.945%
2022-2023	361	HDFC BANK LTD	46,62,47,743	22,845	0.005%	1,538	6.732%
2022-2023	362	HDFC CREDILA FINANCIAL SERVICES LIMITED	14,04,725	20	0.001%	4	20.000%
2022-2023	363	HEDGE FINANCE LIMITED	1,91,630	143	0.075%	3	2.098%
2022-2023	364	HERITAGE FINLEASE LTD	1,856	1	0.054%	1	100%
2022-2023	365	HERO FINCORP LTD.	5,03,29,860	3,273	0.007%	108	3.300%
2022-2023	366	HERO HOUSING FINANCE LIMITED	6,16,618	13	0.002%	8	61.538%



### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	367	HEWLETT PACKARD FINANCIAL SERVICES (INDIA) PVT LTD	9,258	6	0.065%	1	16.667%
2022-2023	368	HIMACHAL PRADESH GRAMIN BANK	9,89,933	37	0.004%	2	5.405%
2022-2023	369	HIMGIRI AUTO FINANCE PRIVATE LIMITED	1,300	1	0.077%	1	100%
2022-2023	370	HINDON MERCANTILE LIMITED	5,34,466	422	0.079%	260	61.611%
2022-2023	371	HINDUJA HOUSING FINANCE LIMITED	4,65,086	66	0.014%	53	80.303%
2022-2023	372	HINDUJA LEYLAND FINANCE LIMITED	1,79,05,548	1,899	0.011%	52	2.738%
2022-2023	373	HISSAR URBAN CO-OPERATIVE BANK LTD., HISSAR	1,077	1	0.093%	1	100%
2022-2023	374	HIVELOOP CAPITAL PRIVATE LIMITED	10,11,121	205	0.020%	2	0.976%
2022-2023	375	HOME CREDIT INDIA FINANCE PRIVATE LIMITED	3,93,83,237	2,777	0.007%	14	0.504%
2022-2023	376	HOME FIRST FINANCE COMPANY INDIA LIMITED	18,59,997	20	0.001%	2	10.00%
2022-2023	377	HOOGHLY DISTRICT CENTRAL CO-OP BANK LTD	0	1		1	100%
2022-2023	378	HOUSING DEVELOPMENT FINANCE CORPORATION LTD	8,63,14,678	2,088	0.002%	56	2.682%
2022-2023	379	HUDCO	12,947	11	0.085%	10	90.909%
2022-2023	380	HUTATMA SAHAKARI BANK LTD. WALVA	76,365	5	0.007%	3	60.00%
2022-2023	381	HYTONE MERCHANTS PVT. LTD.	0	21		12	57.143%
2022-2023	382	IBL FINANCE LIMITED	10,53,316	150	0.014%	43	28.667%
2022-2023	383	ICICI BANK LIMITED	19,72,93,117	22,881	0.012%	447	1.954%
2022-2023	384	ICICI HOME FINANCE CO. LTD.	14,32,879	377	0.026%	48	12.732%
2022-2023	385	ICL FINCORP LIMITED	4,14,801	11	0.003%	11	100%
2022-2023	386	IDBI BANK LTD	2,88,62,120	1,108	0.004%	91	8.213%
2022-2023	387	IDFC FIRST BANK LTD.	30,95,41,292	33,593	0.011%	1,553	4.623%
2022-2023	388	IDFC LIMITED	5	5	100%	2	40.00%
2022-2023	389	IDS FINANCIAL SERVICES PRIVATE LIMITED	4,700	7	0.149%	2	28.571%
2022-2023	390	IFCI FACTORS LIMITED	0	1		1	100%
2022-2023	391	IFCI LIMITED	1,340	1	0.075%	0	0.000%
2022-2023	392	IFFCO KISAN FINANCE LIMITED	6,00,393	14	0.002%	1	7.143%
2022-2023	393	IFL HOUSING FINANCE LIMITED	83,168	2	0.002%	2	100%
2022-2023	394	IIFL SAMASTA FINANCE LIMITED	25,09,169	3	0.000%	3	100%
2022-2023	395	IKF FINANCE	0	1		1	100%
2022-2023	396	IKF HOUSING FINANCE PRIVATE LIMITED,	1,30,441	39	0.030%	0	0.000%
2022-2023	397	IL&FS FINANCIAL SERVICES LIMITED	9	1	11.111%	1	100%
2022-2023	398	I-LOAN CREDIT PRIVATE LIMITED	44,167	19	0.043%	5	26.316%
2022-2023	399	IMPACT LEASING PRIVATE LIMITED	1,43,057	5	0.003%	2	40.00%
2022-2023	400	INCOME-TAX DEPARTMENT COOPERATIVE BANK LTD., BOMBAY	29,800	8	0.027%	1	12.500%
2022-2023	401	INCRED FINANCIAL SERVICES LIMITED	94	18	19.149%	8	44.444%
2022-2023	402	INCRED PRIME FINANCE LIMITED	47,55,715	2,146	0.045%	25	1.165%
2022-2023	403	INDEL MONEY LIMITED	15,75,849	43	0.003%	10	23.256%
2022-2023	404	INDIA FACTORING AND FINANCE SOLUTIONS PRIVATE LTD	2,190	2	0.091%	2	100%
2022-2023	405	INDIA HOME LOANS LTD.	18,235	2	0.011%	1	50.000%
2022-2023	406	INDIA INFOLINE FINANCE LTD	62,73,759	3,634	0.058%	92	2.532%
2022-2023	407	INDIA INFOLINE HOUSING FINANCE LIMITED	59,27,184	46	0.001%	36	78.261%
2022-2023	408	INDIA RESURGENCE ARC PRIVATE LIMITED	3,610	3	0.083%	3	100%
2022-2023	409	INDIA SHELTER FINANCE CORPORATION LIMITED	13,62,994	22	0.002%	1	4.545%
2022-2023	410	INDIABULLS ASSET RECONSTRUCTION COMPANY LIMITED	27,94,590	391	0.014%	65	16.624%
2022-2023	411	INDIABULLS COMMERCIAL CREDIT LIMITED	2,56,363	52	0.020%	9	17.308%
2022-2023	412	INDIABULLS FINANCIAL SERVICES LTD	0	1		1	100%
2022-2023	413	INDIABULLS HOUSING FINANCE LIMITED	44,82,590	567	0.013%	41	7.231%
2022-2023	414	INDIAN BANK	9,86,35,515	4,402	0.004%	134	3.044%
2022-2023	415	INDIAN OVERSEAS BANK	6,95,04,823	1,220	0.002%	481	39.426%
2022-2023	416	INDIAN RENEWABLE ENERGY DEVELOPMENT AGENCY LTD.	6,475	1	0.015%	1	100%
2022-2023	417	INDIAN SCHOOL FINANCE COMPANY PRIVATE LIMITED	2,23,447	41	0.018%	12	29.268%
2022-2023	418	INDIFI CAPITAL PRIVATE LIMITED	3,15,433	93	0.029%	8	8.602%
2022-2023	419	INDITRADE FINCORP LIMITED	76,229	149	0.195%	21	14.094%
2022-2023	420	INDORE CLOTH MARKET CO.OPERATIVE URBAN BANK	8,673	1	0.012%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	421	INDORE PARASPAR SAHAKARI BANK LTD.	45,614	8	0.018%	7	87.500%
2022-2023	422	INDOSTAR CAPITAL FINANCE LIMITED	34,54,822	133	0.004%	55	41.353%
2022-2023	423	INDOSTAR HOME FINANCE PRIVATE LIMITED	5,04,078	8	0.002%	6	75.00%
2022-2023	424	INDRAYANI CO OPERATIVE BANK LIMITED	21,753	4	0.018%	2	50.000%
2022-2023	425	INDUSIND BANK LIMITED	10,39,11,823	5,954	0.006%	425	7.138%
2022-2023	426	INFINITY FINCORP SOLUTIONS PRIVATE LIMITED	1,55,968	8	0.005%	5	62.500%
2022-2023	427	ING VYSYA BANK LTD	739	22	2.977%	11	50.000%
2022-2023	428	INNOFIN SOLUTIONS PRIVATE LIMITED	52,04,193	2,446	0.047%	97	3.966%
2022-2023	429	INSTA CAPITAL PRIVATE LIMITED	1,372	4	0.292%	3	75.00%
2022-2023	430	INTEC CAPITAL LTD.	22,371	47	0.210%	7	14.894%
2022-2023	431	INTEGRO FINSERV PRIVATE LIMITED	31,44,158	190	0.006%	10	5.263%
2022-2023	432	INTELLECASH MICROFINANCE NETWORK COMPANY PRIVATE LIMITED	17	1	5.882%	1	100%
2022-2023	433	INTERNATIONAL AUTOTRAC FINANCE LIMITED	2	1	50.000%	1	100%
2022-2023	434	INVENT ASSETS SECURITISATION & RECONST PVT LIMITED	4,195	2	0.048%	1	50.000%
2022-2023	435	IREP CREDIT CAPITAL PRIVATE LIMITED	1,49,319	2	0.001%	1	50.000%
2022-2023	436	IRINJALAKUDA TOWN CO-OPERATIVE BANK LIMITED	13,384	2	0.015%	1	50.000%
2022-2023	437	ITI FINANCE LIMITED	7,20,656	54	0.007%	21	38.889%
2022-2023	438	ITI GOLD LOANS LIMITED	1,04,604	91	0.087%	9	9.890%
2022-2023	439	J & K GRAMEENA BANK	13,21,772	32	0.002%	4	12.500%
2022-2023	440	JACINTH FINVEST LIMITED	8,620	2	0.023%	1	50.000%
2022-2023	441	JAIN AUTOFIN PRIVATE LIMITED	60,504	12	0.020%	10	83.333%
2022-2023	442	JAINSONS INDIA SECURITIES PRIVATE LIMITED	2,641	1	0.038%	1	100%
2022-2023	443	JALAN CHEMICAL INDUSTRIES PVT LTD	56,96,876	4,078	0.072%	40	0.981%
2022-2023	444	JALGAON JANATA SAHAKARI BANK LIMITED	4,39,217	30	0.007%	2	6.667%
2022-2023	445	JAMIA CO-OPERATIVE BANK LTD.	26,456	2	0.008%	2	100%
2022-2023	446	JAMMU ESS IEE FINANCE PRIVATE LIMITED	0	9		7	77.778%
2022-2023	447	JAMPETA CO-OP URBAN BANK LTD	1,17,531	14	0.012%	10	71.429%
2022-2023	448	JAMSHEDPUR URBAN CO-OPERATIVE BANK LTD., JAMSHEDPUR	923	1	0.108%	1	100%
2022-2023	449	JANA SEVA CO-OPERATIVE BANK LIMITED,NASHIK	4,416	1	0.023%	0	0.000%
2022-2023	450	JANA SMALL FINANCE BANK LIMITED	1,69,75,884	148	0.001%	23	15.541%
2022-2023	451	JANAKALYAN SAHAKARI BANK LTD.	1,01,222	19	0.019%	17	89.474%
2022-2023	452	JANALAXMI CO-OPERATIVE BANK LTD; NASHIK.	22,794	1	0.004%	0	0.000%
2022-2023	453	JANASEVA SAHAKARI BANK (BORIVALI) LTD.	86,788	6	0.007%	1	16.667%
2022-2023	454	JANASEVA SAHAKARI BANK LIMITED	1,46,250	26	0.018%	1	3.846%
2022-2023	455	JANASHA FINANCE PRIVATE LIMITED	12,581	2	0.016%	2	100%
2022-2023	456	JANATA SAHAKARI BANK LTD.	55,466	5	0.009%	1	20.000%
2022-2023	457	JANATA SAHAKARI BANK LTD.,KURDUWADI.	22,403	4	0.018%	4	100%
2022-2023	458	JANATA SAHAKARI BANK LTD.; PUNE	3,47,025	113	0.033%	18	15.929%
2022-2023	459	JANATA SAHAKARI BANK LTD;AJARA	44,937	7	0.016%	6	85.714%
2022-2023	460	JANATA URBAN CO-OPERATIVE BANK LTD.	29,321	9	0.031%	9	100%
2022-2023	461	JANATHA SEVA CO-OPERATIVE BANK LTD.,BANGALORE	11,121	1	0.009%	1	100%
2022-2023	462	JANSEWA URBAN CO-OPERATIVE BANK LTD, NAGPUR	3,740	1	0.027%	1	100%
2022-2023	463	JARO FINCAP PRIVATE LIMITED	51,874	4	0.008%	3	75.00%
2022-2023	464	JATH URBAN CO-OPERATIVE BANK LTD. JATH	22,892	1	0.004%	1	100%
2022-2023	465	JAWAHAR SAHAKARI BANK LIMITED, HUPARI	29,384	6	0.020%	2	33.333%
2022-2023	466	JHARKHAND RAJYA GRAMIN BANK	39,22,016	104	0.003%	73	70.192%
2022-2023	467	JHARKHAND STATE COOPERATIVE BANK LTD. RANCHI	65,061	23	0.035%	20	86.957%
2022-2023	468	JHV FINANCE AND LEASING LIMITED	18,720	5	0.027%	4	80.00%
2022-2023	469	JIJAMATA MAHILA SAHAKARI BANK LTD.	1,46,141	27	0.018%	7	25.926%
2022-2023	470	JILA SAHAKARI KENDRIYA BANK MARYADIT BETUL	32,89,723	2	0.000%	2	100%
2022-2023	471	JILA SAHAKARI KENDRIYA BANK MARYADIT DEWAS	25,33,065	9	0.000%	7	77.778%
2022-2023	472	JILA SAHAKARI KENDRIYA BANK MARYADIT GUNA	1,43,167	6	0.004%	1	16.667%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	473	JILA SAHAKARI KENDRIYA BANK MARYADIT MANDSAUR	37,60,453	10	0.000%	10	100%
2022-2023	474	JILA SAHAKARI KENDRIYA BANK MARYADIT RAISEN	10,94,970	2	0.000%	1	50.000%
2022-2023	475	JILA SAHAKARI KENDRIYA BANK MARYADIT SAGAR	11,11,768	3	0.000%	3	100%
2022-2023	476	JILA SAHAKARI KENDRIYA BANK MARYADIT VIDISHA	33,39,337	3	0.000%	3	100%
2022-2023	477	JILA SAHAKARI KENDRIYA BANK MARYADIT, HOSHANGABAD	21,96,161	11	0.001%	11	100%
2022-2023	478	JILA SAHAKARI KENDRIYA BANK MARYADIT, JABALPUR	6,69,145	1	0.000%	1	100%
2022-2023	479	JILA SAHAKARI KENDRIYA BANK MARYADIT, MANDLA	1,99,216	2	0.001%	2	100%
2022-2023	480	JILA SAHAKARI KENDRIYA BANK MARYADIT, MORENA	82,286	8	0.010%	2	25.000%
2022-2023	481	JILA SAHAKARI KENDRIYA BANK MARYADIT, NARSINGHPUR	3,25,296	1	0.000%	1	100%
2022-2023	482	JILA SAHAKARI KENDRIYA BANK MARYADIT, SEHORE	7,10,518	7	0.001%	7	100%
2022-2023	483	JILA SAHAKARI KENDRIYA BANK MARYADIT, SHAJAPUR	18,28,508	10	0.001%	1	10.00%
2022-2023	484	JIVAN COMMERCIAL CO-OPERATIVE BANK LTD.	15,463	1	0.006%	1	100%
2022-2023	485	JM FINANCIAL ASSET RECONSTRUCTION COMPANY LIMITED	0	21		10	47.619%
2022-2023	486	JM FINANCIAL HOME LOANS LIMITED	2,97,562	5	0.002%	3	60.00%
2022-2023	487	JM FINANCIAL PRODUCTS LTD.	1,32,999	6	0.005%	5	83.333%
2022-2023	488	JODHPUR NAGRIK SAHAKARI BANK LTD.	31,181	6	0.019%	3	50.000%
2022-2023	489	JOGINDRA CENTRAL COOPERATIVE BANK LTD.	1,74,205	3	0.002%	3	100%
2022-2023	490	JOHAL INVETMENTS LIMITED	0	1		1	100%
2022-2023	491	JOHN DEERE FINANCIAL INDIA PVT. LTD	16,57,689	63	0.004%	5	7.937%
2022-2023	492	JP MORGAN CHASE BANK; N.A.	6,815	2	0.029%	0	0.000%
2022-2023	493	JULIUS BAER CAPITAL (INDIA) PRIVATE LIMITED	3,97,455	1	0.000%	0	0.000%
2022-2023	494	JUMBO FINVEST (INDIA) LTD.	2,04,034	24	0.012%	9	37.500%
2022-2023	495	K M GLOBAL CREDIT PRIVATE LIMITED	27,052	19	0.070%	12	63.158%
2022-2023	496	K. S. CAPITAL SERVICES PRIVATE LIMITED	14,008	9	0.064%	9	100%
2022-2023	497	KAABIL FINANCE PRIVATE LIMITED	10,939	8	0.073%	8	100%
2022-2023	498	KALANDRI CAPITAL PRIVATE LIMITED	39,253	2	0.005%	0	0.000%
2022-2023	499	KALLADA GENERAL FINANCE PRIVATE LIMITED	10,765	4	0.037%	4	100%
2022-2023	500	KALLAPPANNA AWADE ICHALKARANJII JANATA SAHAKARIBANK	3,09,381	23	0.007%	2	8.696%
2022-2023	501	KALPAVITTA FINANCE PRIVATE LIMITED	545	116	21.284%	0	0.000%
2022-2023	502	KAMAL FINSERVE PRIVATE LIMITED	8,171	6	0.073%	4	66.667%
2022-2023	503	KANAKA MAHALAKSHMI CO-OPERATIVE BANK LTD.,	89,832	12	0.013%	9	75.00%
2022-2023	504	KANAKADURGA FINANCE LIMITED	7,51,588	22	0.003%	18	81.818%
2022-2023	505	KANGRA CENTRAL CO-OPERATIVE BANK LTD.	19,95,566	54	0.003%	35	64.815%
2022-2023	506	KANIKA INVESTMENT LIMITED	13,323	1	0.008%	1	100%
2022-2023	507	KANKARIA MANINAGAR NAGARIK SAHAKARI BANK LTD	27,991	8	0.029%	4	50.000%
2022-2023	508	KARIMNAGAR DISTRICT CO-OP. BANK LTD.	31,062	27	0.087%	10	37.037%
2022-2023	509	KARNATAKA GRAMIN BANK	1,80,52,894	45	0.000%	17	37.778%
2022-2023	510	KARNATAKA STATE FINANCIAL CORPORATION	1,42,113	2	0.001%	2	100%
2022-2023	511	KARNATAKA VIKAS GRAMEEN BANK	73,15,623	60	0.001%	14	23.333%
2022-2023	512	KARNAVATI FINANCE LIMITED	0	5		5	100%
2022-2023	513	KARVY FINANCIAL SERVICES LTD.	8,825	90	1.020%	3	3.333%
2022-2023	514	KERALA FINANCIAL CORPORATION	4,35,724	9	0.002%	1	11.111%
2022-2023	515	KERALA GRAMIN BANK	2,26,59,105	154	0.001%	8	5.195%
2022-2023	516	KHALILABAD NAGAR SAHAKARI BANK LIMITED	13,590	2	0.015%	1	50.000%
2022-2023	517	KHUSH HOUSING FINANCE LIMITED	40,722	3	0.007%	1	33.333%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	518	KHUSHBU AUTO FINANCE LTD	2,42,176	11	0.005%	6	54.545%
2022-2023	519	KIFS HOUSING FINANCE LIMITED	1,38,319	3	0.002%	3	100%
2022-2023	520	KINARA CAPITAL PRIVATE LIMITED	10,61,195	80	0.008%	1	1.250%
2022-2023	521	KISETSU SAISON FINANCE (INDIA) PRIVATE LIMITED	44,90,448	2,113	0.047%	14	0.663%
2022-2023	522	KJMC FINANCIAL SERVICES LIMITED	1,390	1	0.072%	1	100%
2022-2023	523	KKR INDIA ASSET FINANCE LTD	452	1	0.221%	1	100%
2022-2023	524	KNAB FINANCE ADVISORS PRIVATE LIMITED	3,988	14	0.351%	7	50.000%
2022-2023	525	KOGTA FINANCIAL (I) LTD.	30,94,335	94	0.003%	1	1.064%
2022-2023	526	KOLHAPUR MAHILA SAHAKARI BANK LTD., KOLHAPUR	12,547	5	0.040%	2	40.00%
2022-2023	527	KONKAN MERCANTILE CO-OPERATIVE BANK LTD	83,503	12	0.014%	1	8.333%
2022-2023	528	KOTAK MAHINDRA BANK LTD	11,76,58,567	8,573	0.007%	669	7.804%
2022-2023	529	KOTAK MAHINDRA INVESTMENTS LIMITED	23,448	5	0.021%	5	100%
2022-2023	530	KOTAK MAHINDRA PRIME LIMITED	94,85,591	662	0.007%	29	4.381%
2022-2023	531	KOTTAYAM DISTRICT CO-OPERATIVE BANK LTD., KOTTAYAM	86,417	22	0.025%	15	68.182%
2022-2023	532	KOZHICODE DISTRICT CO-OPERATIVE BANK LTD.	1,28,174	18	0.014%	8	44.444%
2022-2023	533	KRAZYBEE SERVICES PRIVATE LIMITED	4,49,80,881	5,694	0.013%	34	0.597%
2022-2023	534	KREON FINANCIAL SERVICES LIMITED	9,38,432	85	0.009%	6	7.059%
2022-2023	535	KRISHNA BHIMA SAMRUDDHI LOCAL AREA BANK	6,33,681	5	0.001%	0	0.000%
2022-2023	536	KRISHNA SAHAKARI BANK LTD.	73,845	3	0.004%	2	66.667%
2022-2023	537	KRISHNA SECURITIES LIMITED	2,274	5	0.220%	1	20.000%
2022-2023	538	KRISHNA URBAN CO-OPERATIVE BANK LTD., KAIJ	25,727	2	0.008%	2	100%
2022-2023	539	KRUSHISEVA URBAN CO-OPERATIVE BANK LTD., KOLE	26,933	5	0.019%	5	100%
2022-2023	540	KUDOS FINANCE & INVESTMENTS PVT LTD	16,354	116	0.709%	72	62.069%
2022-2023	541	KUMBHI KASARI SAHAKARI BANK LTD., KUDITRE, KOLHAPUR	55,794	2	0.004%	0	0.000%
2022-2023	542	KURUVILA FINANCE PRIVATE LIMITED	177	1	0.565%	1	100%
2022-2023	543	L & T FINCORP LIMITED	15	4	26.667%	4	100%
2022-2023	544	L&T FINANCE LTD	3,76,63,590	1,265	0.003%	108	8.538%
2022-2023	545	L.I.C.EMPLOYEES' CO-OPERATIVE BANK LIMITED, UDUPI	25,679	1	0.004%	0	0.000%
2022-2023	546	LALA URBAN CO-OP BANK LIMITED, PUNE	43,658	3	0.007%	3	100%
2022-2023	547	LAXMI INDIA FINANCE PRIVATE LIMITED	3,16,937	9	0.003%	8	88.889%
2022-2023	548	LAXMIBAI MAHILA NAGARIK SAHAKARI BANK MARYADIT, GWALIOR	21,575	1	0.005%	1	100%
2022-2023	549	LENDING TREE HIRE PURCHASE AND FINANCE PRIVATE LIMITED	3,306	1	0.030%	1	100%
2022-2023	550	LENDINGKART FINANCE LIMITED	21,81,186	760	0.035%	7	0.921%
2022-2023	551	LIC HOUSING FINANCE LTD	5,22,22,636	826	0.002%	9	1.090%
2022-2023	552	LIGHT MICROFINANCE PRIVATE LIMITED	8,14,646	12	0.001%	2	16.667%
2022-2023	553	LIVFIN INDIA PRIVATE LIMITED	19,650	3	0.015%	2	66.667%
2022-2023	554	LOANTAP CREDIT PRODUCTS PRIVATE LIMITED	2,98,614	365	0.122%	8	2.192%
2022-2023	555	LOANZEN FINANCE PRIVATE LIMITED	47,769	4	0.008%	4	100%
2022-2023	556	LOK SUVIDHA FINANCE LIMITED	8,85,016	34	0.004%	1	2.941%
2022-2023	557	LOKMANGAL CO-OPERATIVE BANK LTD., SOLAPUR	52,666	21	0.040%	12	57.143%
2022-2023	558	LOKNETE DATTAJI PATIL SAHAKARI BANK LTD., LASALGAON	26,330	4	0.015%	4	100%
2022-2023	559	LOKVIKAS NAGARI SAHAKARI BANK LTD; AURANGABAD	66,416	9	0.014%	2	22.222%
2022-2023	560	LONAWALA SAHAKARI BANK MARYADIT LTD.	57,895	2	0.003%	1	50.000%
2022-2023	561	LORD FINCAP LIMITED	58,353	2	0.003%	2	100%
2022-2023	562	LORD KRISHNA FINANCIAL SERVICES LIMITED -	4,729	9	0.190%	9	100%
2022-2023	563	M G M FINANCIERS PRIVATE LIMITED, JALANDHAR	2	4	200.000%	0	0.000%
2022-2023	564	M. R. FINLEASE LIMITED, CHANDIGARH	15,582	2	0.013%	0	0.000%

## Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	565	M.P. RAJYA SAHKARI BANK MARYADIT, BHOPAL	27,631	6	0.022%	3	50.000%
2022-2023	566	M/S NAMAN FINLEASE PRIVATE LIMITED	85,060	183	0.215%	12	6.557%
2022-2023	567	MACH FINCAP PRIVATE LIMITED	263	1	0.380%	0	0.000%
2022-2023	568	MADHYA PRADESH GRAMIN BANK	1,07,91,670	257	0.002%	3	1.167%
2022-2023	569	MADHYANCHAL GRAMIN BANK	24,73,016	15	0.001%	6	40.00%
2022-2023	570	MADURA MICRO FINANCE LIMITED	7,882	1	0.013%	1	100%
2022-2023	571	MAG FINSERV COMPANY LIMITED	38,571	2	0.005%	2	100%
2022-2023	572	MAGMA ITL FINANCE LIMITED	0	1		0	0.000%
2022-2023	573	MAHABIR GMB TRADEFIN PVT. LTD	543	1	0.184%	1	100%
2022-2023	574	MAHAGANAPATI FINCORP PRIVATE LTD.	31,550	2	0.006%	2	100%
2022-2023	575	MAHALAXMI AUTOFIN PRIVATE LIMITED	2,910	1	0.034%	1	100%
2022-2023	576	MAHANAGAR NAGARIK SAHAKARI BANK MARYADIT	11,799	2	0.017%	0	0.000%
2022-2023	577	MAHANT VANIJYA PRIVATE LIMITED	360	1	0.278%	1	100%
2022-2023	578	MAHARANA PRATAP CO-OPERATIVE URBAN BANK LTD	2,242	1	0.045%	1	100%
2022-2023	579	MAHARASHTRA GRAMIN BANK	81,82,312	83	0.001%	13	15.663%
2022-2023	580	MAHATEJAS FINANCE PRIVATE LIMITED	32,915	6	0.018%	4	66.667%
2022-2023	581	MAHATMA FULE URBAN CO-OPERATIVE BANK LTD., AMARAVTI	47,913	3	0.006%	2	66.667%
2022-2023	582	MAHAVEER FINANCE INDIA LIMITED	3,30,522	52	0.016%	0	0.000%
2022-2023	583	MAHESH SAHAKARI BANK LTD.	22,768	1	0.004%	1	100%
2022-2023	584	MAHESH URBAN CO-OP BANK LIMITED, PARBHANI	1,45,340	33	0.023%	4	12.121%
2022-2023	585	MAHESH URBAN CO-OPERATIVE BANK LTD	44,860	3	0.007%	2	66.667%
2022-2023	586	MAHESH URBAN CO-OPERATIVE BANK LTD. SOLAPUR	20,289	1	0.005%	1	100%
2022-2023	587	MAHILA CO-OPERATIVE BANK LTD., BANGALORE	19,713	2	0.010%	1	50.000%
2022-2023	588	MAHINDRA & MAHINDRA FINANCIAL SERVICES LTD.	6,18,83,957	2,721	0.004%	177	6.505%
2022-2023	589	MAHINDRA RURAL HOUSING FINANCE LIMITED	2,93,42,140	295	0.001%	21	7.119%
2022-2023	590	MAITREYA CAPITAL AND BUSINESS SERVICES PRIVATE LIMITED	35,263	8	0.023%	0	0.000%
2022-2023	591	MALDA DISTRICT CENTRAL CO-OPERATIVE BANK LTD., DISTRICT MALDA	24,736	2	0.008%	2	100%
2022-2023	592	MALINDO FINANCE PRIVATE LIMITED	1	1	100%	0	0.000%
2022-2023	593	MALWA (LUDHIANA) MOTOR FINANCE LIMITED	4	1	25.000%	0	0.000%
2022-2023	594	MALWA GRAMIN BANK, SANGRUR	30	1	3.333%	0	0.000%
2022-2023	595	MAMASAHEB PAWAR SATYAVIJAY CO-OPERATIVE BANK, KUNDAL	68,726	3	0.004%	3	100%
2022-2023	596	MANAN FINANCIAL SERVICES PVT LTD.	0	1		1	100%
2022-2023	597	MANAPPURAM ASSET FINANCE LIMITED	1,104	5	0.453%	1	20.000%
2022-2023	598	MANAPPURAM FINANCE LIMITED	4,70,37,833	1,502	0.003%	385	25.632%
2022-2023	599	MANAPPURAM HOME FINANCE LIMITED	3,75,988	16	0.004%	3	18.750%
2022-2023	600	MANBA FINANCE LTD	12,01,909	144	0.012%	4	2.778%
2022-2023	601	MANGAL CREDIT AND FINCORP LIMITED	14,932	8	0.054%	2	25.000%
2022-2023	602	MANGALA INFIN LIMITED	2	2	100%	2	100%
2022-2023	603	MANGALDAI NAGAR SAMABAI BANK LTD., MANGALDAI	4,880	1	0.020%	1	100%
2022-2023	604	MANIBHAVNAM HOME FINANCE INDIA PRIVATE LIMITED	48,064	3	0.006%	3	100%
2022-2023	605	MANIKARAN CREDIT AND LEASING COMPANY PRIVATE LIMITED	3,678	1	0.027%	0	0.000%
2022-2023	606	MANINAGAR CO-OPERATIVE BANK LIMITED	10,110	6	0.059%	4	66.667%
2022-2023	607	MANIPAL CO-OPERATIVE BANK LTD.,	4,289	3	0.070%	1	33.333%
2022-2023	608	MANIPAL HOUSING FINANCE SYNDICATE LIMITED	2,83,895	8	0.003%	6	75.00%
2022-2023	609	MANIPUR RURAL BANK	86,929	5	0.006%	5	100%
2022-2023	610	MANSING CO-OPERATIVE BANK LTD., DUDHONDI, DIST. SANGLI	3,961	2	0.050%	2	100%
2022-2023	611	MANVI PATTANA SOUHARDA SAHAKARI BANK NI.	2,07,159	1	0.000%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	
2022-2023	612	MARATHA CO-OPERATIVE BANK LTD. BELGAUM	34,064	2	0.006%	1	50.000%
2022-2023	613	MARGADARSHAK FINANCIAL SERVICES LIMITED	0	2		2	100%
2022-2023	614	MARKANDEY NAGARI SAHAKARI BANK LTD.NANDED	16,412	2	0.012%	0	0.000%
2022-2023	615	MARUTI COUNTRYWIDE AUTO FINANCIAL SERVICES LTD	5	6	120.000%	5	83.333%
2022-2023	616	MAS FINANCIAL SERVICES LIMITED	29,94,054	691	0.023%	19	2.750%
2022-2023	617	MASCOT PROJECTS PRIVATE LIMITED	0	4		4	100%
2022-2023	618	MAXVALUE CREDITS AND INVESTMENTS LIMITED	35,17,584	23	0.001%	11	47.826%
2022-2023	619	MEGHA FINLOAN PRIVATE LIMITED	67,428	3	0.004%	3	100%
2022-2023	620	MEGHA HOLDINGS PRIVATE LIMITED	51,296	6	0.012%	2	33.333%
2022-2023	621	MEGHALAYA RURAL BANK	4,28,357	5	0.001%	4	80.00%
2022-2023	622	MENTOR HOME LOANS INDIA LIMITED	1,13,336	44	0.039%	19	43.182%
2022-2023	623	MERCEDES-BENZ FINANCIAL SERVICES INDIA PVT. LTD.	7,38,427	229	0.031%	5	2.183%
2022-2023	624	METAFIN CLEANTECH FINANCE PRIVATE LIMITED	0	1		1	100%
2022-2023	625	METROCITY FINANCE PRIVATE LIMITED	10,507	2	0.019%	1	50.000%
2022-2023	626	MINERVA CAPITAL PRIVATE LIMITED	2,081	1	0.048%	1	100%
2022-2023	627	MINTIFI FINSERVE PRIVATE LIMITED	86,845	91	0.105%	29	31.868%
2022-2023	628	MINTWALK FINTECH SERVICES PRIVATE LIMITED	12,191	21	0.172%	19	90.476%
2022-2023	629	MIRAE ASSET FINANCIAL SERVICES (INDIA) PRIVATE LIMITED	27,564	1	0.004%	1	100%
2022-2023	630	MITRON CAPITAL PRIVATE LIMITED	25,389	34	0.134%	6	17.647%
2022-2023	631	MITTAL FINSEC PRIVATE LIMITED	16,226	1	0.006%	1	100%
2022-2023	632	MIZORAM CO-OPERATIVE APEX BANK LTD.	1,06,107	4	0.004%	2	50.000%
2022-2023	633	MIZORAM RURAL BANK	4,32,286	2	0.000%	2	100%
2022-2023	634	MODEL CO-OP BANK LTD	26,831	1	0.004%	0	0.000%
2022-2023	635	MODEL CO-OPERATIVE URBAN BANK LIMITED,DILSUKHNAGAR	702	2	0.285%	2	100%
2022-2023	636	MODERN CREDIT PRIVATE LIMITED	944	1	0.106%	1	100%
2022-2023	637	MOGAVEERA CO-OPERATIVE BANK LTD., BOMBAY	42,400	4	0.009%	3	75.00%
2022-2023	638	MOGUL FINANCE PVT. LTD.	6,539	4	0.061%	4	100%
2022-2023	639	MOHAM CAPITAL PRIVATE LIMITED	59,707	1	0.002%	0	0.000%
2022-2023	640	MONEDO FINANCIAL SERVICES PRIVATE LIMITED	80,349	15	0.019%	4	26.667%
2022-2023	641	MONEXO FINTECH PRIVATE LIMITED	8,027	45	0.561%	5	11.111%
2022-2023	642	MONEY2ME FINANCE PRIVATE LIMITED	22,115	14	0.063%	9	64.286%
2022-2023	643	MONEYBOXX FINANCE LIMITED	3,20,493	1	0.000%	1	100%
2022-2023	644	MONEYLINE CREDIT PRIVATE LTD.	0	1		1	100%
2022-2023	645	MONEYPLUS FINANCIAL SERVICES PRIVATE LIMITED	8,860	2	0.023%	1	50.000%
2022-2023	646	MONEYWISE FINANCIAL SERVICES PVT. LTD.	4,27,724	345	0.081%	9	2.609%
2022-2023	647	MORADABAD ZILA SAHKARI BANK LTD.	1,377	6	0.436%	6	100%
2022-2023	648	MOTI URBAN CO-OPERATIVE BANK LTD., TALODA,	11,070	2	0.018%	1	50.000%
2022-2023	649	MOTILAL OSWAL FINVEST LIMITED	31,949	3	0.009%	3	100%
2022-2023	650	MOTILAL OSWAL HOME FINANCE LIMITED	12,76,263	31	0.002%	14	45.161%
2022-2023	651	MOTIRAM AGRAWAL JALNA MERCHANTS CO-OPERATIVE BANK LTD., JALNA	49,513	2	0.004%	1	50.000%
2022-2023	652	MPEE FINANCE PRIVATE LIMITED	24,269	2	0.008%	2	100%
2022-2023	653	MPOKKET FINANCIAL SERVICES PRIVATE LIMITED	7,14,75,651	10,347	0.014%	108	1.044%
2022-2023	654	MS CHAPLOT INVESTMENTS PRIVATE LIMITED	14,440	2	0.014%	2	100%
2022-2023	655	MS. FINCAP PRIVATE LIMITED	58,307	2	0.003%	1	50.000%
2022-2023	656	MSFIN CREDIT PRIVATE LIMITED	4,409	7	0.159%	2	28.571%
2022-2023	657	MUGBERIA CENTRAL CO-OPERATIVE BANK LTD.,P.O. - MUGBERIA	4,68,776	3	0.001%	1	33.333%
2022-2023	658	MULAMOOTTIL FINANCIERS LIMITED	0	1		0	0.000%
2022-2023	659	MULTILINE SHARE MERCANTILE PRIVATE LIMITED	8,249	2	0.024%	2	100%



### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	660	MUMBAI DISTRICT CENTRAL CO-OP. BANK LTD.	30,323	42	0.139%	41	97.619%
2022-2023	661	MUTHOOT CAPITAL SERVICES LTD	96,24,122	271	0.003%	5	1.845%
2022-2023	662	MUTHOOT FINANCE LIMITED (FORMERLY MUTHOOT FINANCE PRIVATE LIMITED)	5,06,43,436	2,411	0.005%	107	4.438%
2022-2023	663	MUTHOOT FINCORP LIMITED	4,04,57,160	1,423	0.004%	15	1.054%
2022-2023	664	MUTHOOT HOMEFIN ( INDIA ) LIMITED	1,71,423	22	0.013%	1	4.545%
2022-2023	665	MUTHOOT HOUSING FINANCE COMPANY LIMITED	8,41,518	5	0.001%	3	60.00%
2022-2023	666	MUTHOOT MICROFIN LIMITED	4,41,526	2	0.000%	2	100%
2022-2023	667	MUTHOOT MONEY LIMITED	1,19,281	6	0.005%	4	66.667%
2022-2023	668	MUTHOOT VEHICLE & ASSET FINANCE LTD.	1,31,035	22	0.017%	18	81.818%
2022-2023	669	MUTHOOT MINI FINANCIERS LIMITED	26,76,906	47	0.002%	36	76.596%
2022-2023	670	MY FINANCE CLUB LIMITED	1,11,693	8	0.007%	1	12.500%
2022-2023	671	MYNAKAM GENERAL FINANCE PRIVATE LIMITED	0	1		0	0.000%
2022-2023	672	MYSORE MERCHANTS' CO-OPERATIVE BANK LTD.,MYSORE	14,990	4	0.027%	2	50.000%
2022-2023	673	N M FINANCIERS PRIVATE LIMITED	3,08,222	27	0.009%	2	7.407%
2022-2023	674	NADIA DISTRICT CENTRAL COOPERATIVE BANK LTD	88,649	13	0.015%	6	46.154%
2022-2023	675	NAGAR SAHAKARI BANK LTD., MAHARAJGANJ, U.P.	11,763	1	0.009%	1	100%
2022-2023	676	NAGAR URBAN CO-OPERATIVE BANK LTD.	83,562	3	0.004%	1	33.333%
2022-2023	677	NAGARIK SAHAKARI BANK LTD. DURG	3,927	1	0.025%	0	0.000%
2022-2023	678	NAGARIK SAHAKARI BANK MARYADIT GWALIOR	50,110	3	0.006%	2	66.667%
2022-2023	679	NAGNATH URBAN CO-OPERATIVE BANK LTD. HINGOLI	12,996	3	0.023%	3	100%
2022-2023	680	NAGPUR NAGARIK SAHAKARI BANK LTD	1,14,227	29	0.025%	6	20.690%
2022-2023	681	NAGRIK SAHAKARI BANK MARYADIT,VIDISHA(M.P)	12,636	1	0.008%	1	100%
2022-2023	682	NAHAR CREDITS PRIVATE LIMITED	7,52,408	909	0.121%	284	31.243%
2022-2023	683	NAINI FINCAP LIMITED	11,165	7	0.063%	7	100%
2022-2023	684	NAINITAL ZILA SAHAKARI BANK LTD (NAINITAL DISTRICT CO-OPERATIVE BANK LTD	80,786	11	0.014%	5	45.455%
2022-2023	685	NALBARI URBAN CO-OPERATIVE BANK LTD, NALBARI	5,868	2	0.034%	1	50.000%
2022-2023	686	NAMDEV FINVEST PRIVATE LIMITED	1,56,468	5	0.003%	3	60.00%
2022-2023	687	NANDURBAR MERCHANTS CO-OPERATIVE BANK LTD., NANDURBAR	25,563	1	0.004%	1	100%
2022-2023	688	NARODA NAGRIK COOPERATIVE BANK LTD., AHMEDABAD	9,216	3	0.033%	3	100%
2022-2023	689	NASHIK ZILHA SARKARI AND PARISHAD KARMACHARI SAHAKRI BANK NIYAMIT	1,12,194	3	0.003%	3	100%
2022-2023	690	NASIK DISTRICT CENTRAL CO-OPERATIVE BANK LIMITED	1,46,300	1	0.001%	1	100%
2022-2023	691	NASIK FINANCE PVT. LTD.	2	5	250.00%	3	60.00%
2022-2023	692	NATIONAL SKILL DEVELOPMENT CORPORATION PRIVATE LTD	5,356	1	0.019%	0	0.000%
2022-2023	693	NATIONAL TRUST HOUSING FINANCE LIMITED	97,761	18	0.018%	9	50.000%
2022-2023	694	NATIONALBANK FOR AGRICULTURE AND RURAL DEVELOPMENT	980	1	0.102%	1	100%
2022-2023	695	NATWEST MARKETS PLC	347	43	12.392%	4	9.302%
2022-2023	696	NAVARATHNA FINANCIAL SERVICES LIMITED	10,361	6	0.058%	4	66.667%
2022-2023	697	NAVI FINSERV LIMITED	1,33,90,304	2,023	0.015%	74	3.658%
2022-2023	698	NAVI MUMBAI CO-OPERATIVE BANK LTD	48,609	10	0.021%	3	30.00%
2022-2023	699	NAVSARJAN INDUTRIAL COOPERATIVE BANK LTD.	5,337	1	0.019%	1	100%
2022-2023	700	NAWANAGAR CO-OPERATIVE BANK LTD.	30,936	1	0.003%	0	0.000%
2022-2023	701	NDX P2P PRIVATE LIMITED	53,39,689	2,308	0.043%	20	0.867%
2022-2023	702	NEDUMPILLIL FINANCIAL COMPANY LIMITED	39,937	3	0.008%	3	100%
2022-2023	703	NEELKANTH COOPERATIVE BANK LTD., SOLAPUR	12,767	3	0.023%	3	100%



### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	704	NEEV CREDIT PRIVATE LIMITED	31,914	11	0.034%	1	9.091%
2022-2023	705	NEOGROWTH CREDIT PRIVATE LIMITED	6,88,657	334	0.049%	6	1.796%
2022-2023	706	NETAFIM AGRICULTURAL FINANCING AGENCY PVT. LTD	62,859	1	0.002%	1	100%
2022-2023	707	NEW INDIA CO-OPERATIVE BANK LTD	1,88,923	11	0.006%	2	18.182%
2022-2023	708	NIDHI LAKSHMI FINANCE PRIVATE LIMITED	10,468	8	0.076%	8	100%
2022-2023	709	NIDO HOME FINANCE LIMITED	3,88,883	52	0.013%	6	11.538%
2022-2023	710	NIKON FINLEASE PRIVATE LIMITED	1	1	100%	1	100%
2022-2023	711	NILESHWAR CO-OPERATIVE URBAN BANK LIMITED	9,252	3	0.032%	3	100%
2022-2023	712	NIMISHA FINANCE INDIA PRIVATE LIMITED	0	4		4	100%
2022-2023	713	NIRMAL URBAN COOPERATIVE BANK LTD	9,196	3	0.033%	3	100%
2022-2023	714	NISKHA FINANCE PRIVATE LIMITED	14,069	1	0.007%	1	100%
2022-2023	715	NISSAN RENAULT FINANCIAL SERVICES INDIA PRIVATE LIMITED	16,91,211	128	0.008%	1	0.781%
2022-2023	716	NITSTONE FINSERV PRIVATE LIMITED	5,293	3	0.057%	0	0.000%
2022-2023	717	NIVARA HOME FINANCE LIMITED	1,58,241	4	0.003%	0	0.000%
2022-2023	718	NIYOGIN FINTECH LIMITED	29,241	17	0.058%	3	17.647%
2022-2023	719	NJ CAPITAL PRIVATE LIMITED	0	6		2	33.333%
2022-2023	720	NKGSB CO-OPERATIVE BANK LTD.	4,66,058	43	0.009%	34	79.070%
2022-2023	721	NORTH EAST SMALL FINANCE BANK LIMITED	14,64,657	24	0.002%	20	83.333%
2022-2023	722	NORTH EASTERN DEVELOPMENT FINANCE CORP. LTD.	45,020	5	0.011%	1	20.000%
2022-2023	723	NORTHERN ARC CAPITAL LIMITED	58,07,875	2,610	0.045%	125	4.789%
2022-2023	724	NORTHERN RAILWAY MULTI STATE PRIMARY CO-OP BANK LTD, LUCKNOW	64,958	12	0.018%	9	75.00%
2022-2023	725	NUTAN NAGARIK SAHAKARI BANK LTD.	1,12,636	4	0.004%	2	50.000%
2022-2023	726	NUVAMA WEALTH FINANCE LIMITED	33,096	1	0.003%	1	100%
2022-2023	727	ODISHA GRAMYA BANK	72,42,135	42	0.001%	0	0.000%
2022-2023	728	OH MY LOAN PRIVATE LTD	8,220	13	0.158%	4	30.769%
2022-2023	729	OM FINANCIAL SERVICES INDIA LIMITED	56,131	1	0.002%	0	0.000%
2022-2023	730	OMKARA ASSETS RECONSTRUCTION PRIVATE LIMITED	13,87,657	31	0.002%	28	90.323%
2022-2023	731	OMPRAKASH DEORA PEOPLES CO-OP BANK LTD., HINGOLI	2,955	18	0.609%	18	100%
2022-2023	732	ONE CAPITAL LTD	14	52	371.429%	22	42.308%
2022-2023	733	ONLINE PSB LOANS LIMITED	0	8		6	75.00%
2022-2023	734	OPTACREDIT FINTECH PRIVATE LIMITED	0	4		4	100%
2022-2023	735	OPTIMUS FINANCE LIMITED	0	3		3	100%
2022-2023	736	ORANGE CITY HOUSING FINANCE LIMITED	365	4	1.096%	2	50.000%
2022-2023	737	ORANGE RETAIL FINANCE INDIA PRIVATE LIMITED	12,82,095	44	0.003%	7	15.909%
2022-2023	738	ORICRED FINSERV PRIVATE LIMITED	1,440	1	0.069%	0	0.000%
2022-2023	739	ORIENTAL BANK OF COMMERCE	65	6	9.231%	5	83.333%
2022-2023	740	ORIGO FINANCE PRIVATE LIMITED	1,21,782	3	0.002%	1	33.333%
2022-2023	741	ORIX LEASING & FINANCIAL SERVICES INDIA LIMITED	1,16,484	27	0.023%	0	0.000%
2022-2023	742	ORRISH FINANCE PRIVATE LIMITED	2,360	3	0.127%	1	33.333%
2022-2023	743	OSMANABAD DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	1,35,349	1	0.001%	1	100%
2022-2023	744	OSMANABAD JANATA SAHAKARI BANK LTD., OSMANABAD	1,21,217	8	0.007%	6	75.00%
2022-2023	745	OXY FINCORP	0	1		1	100%
2022-2023	746	OXYZO FINANCIAL SERVICES PRIVATE LIMITED	45,829	21	0.046%	10	47.619%
2022-2023	747	P C FINANCIAL SERVICES PRIVATE LIMITED	0	1,924		18	0.936%
2022-2023	748	PADMASAI FINANCE PRIVATE LIMITED	176	40	22.727%	4	10.00%
2022-2023	749	PAISABUDDY FINANCE PRIVATE LIMITED	24,579	1	0.004%	1	100%
2022-2023	750	PAISALO DIGITAL LIMITED	11,68,274	109	0.009%	5	4.587%
2022-2023	751	PALAKKAD DISTRICT CO-OPERATIVE BANK LTD.	1,39,672	1	0.001%	1	100%
2022-2023	752	PALUS SAHAKARI BANK LTD.	26,050	1	0.004%	1	100%
2022-2023	753	PANIPAT CENTRAL COOPERATIVE BANK LTD.	4,160	1	0.024%	1	100%
2022-2023	754	PARAGON FINANCE LIMITED	513	3	0.585%	3	100%
2022-2023	755	PARAS CAPFIN COMPANY PRIVATE LIMITED	39,017	5	0.013%	5	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	756	PARNER TALUKA SAINIK SAHAKARI BANK LTD.	14,086	1	0.007%	1	100%
2022-2023	757	PASCHIM BANGA GRAMIN BANK	38,13,145	22	0.001%	2	9.091%
2022-2023	758	PATHANAMTHITTA DISTRICT CO-OPERATIVE BANK LTD., PATHANMTHITTA	20,58,076	14	0.001%	2	14.286%
2022-2023	759	PATRON LEASING & FINANCE PVT. LTD.	1,690	1	0.059%	1	100%
2022-2023	760	PAUL MERCHANTS FINANCE PRIVATE LIMITED	769	68	8.843%	34	50.000%
2022-2023	761	PAYME INDIA FINANCIAL SERVICES PRIVATE LIMITED	0	919		266	28.945%
2022-2023	762	PAYU FINANCE INDIA PRIVATE LIMITED	1,54,52,059	4,894	0.032%	71	1.451%
2022-2023	763	PEERLESS FINANCIAL SERVICES LIMITED	11,219	7	0.062%	4	57.143%
2022-2023	764	PEGASUS ASSETS RECONSTRUCTION PRIVATE LIMITED	13,142	2	0.015%	0	0.000%
2022-2023	765	PERFECT CAPITAL SERVICES LIMITED	1,47,575	25	0.017%	3	12.00%
2022-2023	766	PERFECT FINSEC PRIVATE LIMITED	51,583	11	0.021%	0	0.000%
2022-2023	767	PHOENIX ARC PRIVATE LIMITED	79,28,401	1,238	0.016%	50	4.039%
2022-2023	768	PIMPRI CHINCHWAD SAHAKARI BANK MARYADIT	44,096	4	0.009%	0	0.000%
2022-2023	769	PINK CITY FINCAP PRIVATE LIMITED	45,423	5	0.011%	5	100%
2022-2023	770	PINNACLE CAPITAL SOLUTIONS PRIVATE LIMITED	1,11,352	200	0.180%	16	8.00%
2022-2023	771	PIONEER FINANCE COMPANY PVT. LTD.	1,08,729	19	0.017%	9	47.368%
2022-2023	772	PIRAMAL CAPITAL & HOUSING FINANCE LIMITED	67,57,480	3,274	0.048%	329	10.049%
2022-2023	773	PIRAMAL FINANCE LIMITED	3	2	66.667%	2	100%
2022-2023	774	PITHORAGARH DISTRICT CO-OPERATIVE BANK LTD.,PITHORAGARH	1,18,022	8	0.007%	1	12.500%
2022-2023	775	PKF FINANCE LIMITED	32,708	1	0.003%	1	100%
2022-2023	776	PLEBGRAPH FINANCE PRIVATE LIMITED	51,924	6	0.012%	4	66.667%
2022-2023	777	PNB HOUSING FINANCE LIMITED	62,88,273	458	0.007%	13	2.838%
2022-2023	778	PNY SABHA FINANCE LIMITED	1,76,498	9	0.005%	0	0.000%
2022-2023	779	POCHAMPALLY CO-OPERATIVE URBAN BANK LTD.,POCHAMPALLY	63,950	3	0.005%	3	100%
2022-2023	780	PODS FINSERV PRIVATE LIMITED	4,388	41	0.934%	6	14.634%
2022-2023	781	POOJA FINLEASE LIMITED	0	10		1	10.00%
2022-2023	782	POONAWALLA CREDIT PRIVATE LIMITED	2	3	150.000%	3	100%
2022-2023	783	POONAWALLA FINANCE PVT LTD	22,734	61	0.268%	17	27.869%
2022-2023	784	POONAWALLA FINCORP LIMITED	1,58,82,038	1,809	0.011%	101	5.583%
2022-2023	785	POORNAWADI NAGRIK SAHAKARI BANK M. BEED	1,35,444	16	0.012%	3	18.750%
2022-2023	786	POWER FINANCE CORPORATION LTD	0	1		0	0.000%
2022-2023	787	PRADAKSHANA FINTECH PRIVATE LIMITED	66,869	47	0.070%	13	27.660%
2022-2023	788	PRAGATI MAHILA CO-OPERATIVE BANK	14,105	8	0.057%	3	37.500%
2022-2023	789	PRAGATI SAHAKARI BANK LTD	13,464	1	0.007%	1	100%
2022-2023	790	PRATHAMA UP GRAMIN BANK	1,75,61,730	144	0.001%	117	81.250%
2022-2023	791	PRAVARA SAHAKARI BANK LTD.	30,616	4	0.013%	4	100%
2022-2023	792	PRERANA CO-OPERATIVE BANK LTD.	55,363	10	0.018%	1	10.00%
2022-2023	793	PRERNA NAGARI SAHAKARI BANK LTD	2,997	1	0.033%	1	100%
2022-2023	794	PRIHA FINLEASE PRIVATE LIMITED	0	1		1	100%
2022-2023	795	PRIME CO-OPERATIVE BANK LTD.,SURAT	44,207	7	0.016%	2	28.571%
2022-2023	796	PRITHVI FINLEASE INDIA LIMITED	20	5	25.00%	4	80.00%
2022-2023	797	PRIYADARSHANI MAHILA NAGARI SAHAKARI BANK LTD.BEED	42,205	4	0.009%	3	75.00%
2022-2023	798	PRIYADARSHANI NAGARI SAHAKARI BANK MARYADIT; JALNA	43,536	1	0.002%	1	100%
2022-2023	799	PRIYADARSHANI URBAN CO-OPERATIVE BANK LTD., KALLAM	21,587	5	0.023%	5	100%
2022-2023	800	PRODIGEE FINANCE LIMITED	61,548	1	0.002%	0	0.000%
2022-2023	801	PROFECTUS CAPITAL PRIVATE LIMITED	1,23,212	18	0.015%	8	44.444%
2022-2023	802	PROTIUM FINANCE LIMITED	17,46,950	332	0.019%	130	39.157%
2022-2023	803	PUDUVAI BHARATHIAR GRAMA BANK	3,24,605	6	0.002%	4	66.667%
2022-2023	804	PUNARVASU FINANCIAL SERVICES PRIVATE LIMITED	2	1	50.000%	1	100%
2022-2023	805	PUNE CANTONMENT SAHAKARI BANK LIMITED, PUNE	1,28,397	9	0.007%	2	22.222%

### Complaints registered against the CIs with CIs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	806	PUNE DISTRICT CENTRAL CO-OPERATIVE BANK LIMITED	3,62,952	6	0.002%	2	33.333%
2022-2023	807	PUNE MERCHANTS CO-OP BANK LTD.	43,783	3	0.007%	2	66.667%
2022-2023	808	PUNE PEOPLE'S CO-OP. BANK LTD, PUNE	3,02,472	8	0.003%	0	0.000%
2022-2023	809	PUNE SAHAKARI BANK LTD.	4	4	100%	4	100%
2022-2023	810	PUNE URBAN CO-OPERATIVE BANK LTD.	32,088	12	0.037%	9	75.00%
2022-2023	811	PUNJAB AND MAHARASHTRA CO-OPERATIVE BANK LTD.	1,749	74	4.231%	63	85.135%
2022-2023	812	PUNJAB AND SIND BANK	1,34,59,030	237	0.002%	143	60.338%
2022-2023	813	PUNJAB FINANCIAL CORPORATION	5	2	40.000%	2	100%
2022-2023	814	PUNJAB GRAMIN BANK	34,46,249	153	0.004%	24	15.686%
2022-2023	815	PUNJAB KASHMIR FINANCE LIMITED	23,149	4	0.017%	3	75.00%
2022-2023	816	PUNJAB NATIONAL BANK	12,14,61,031	8,767	0.007%	1,057	12.057%
2022-2023	817	PUNJAB RELIABLE INVESTMENTS PVT. LTD.	2,157	1	0.046%	0	0.000%
2022-2023	818	PUPIL FINANCE PRIVATE LIMITED	0	1		1	100%
2022-2023	819	PURVANCHAL BANK	7	1	14.286%	1	100%
2022-2023	820	Q - FACTOR FINANCE & INVESTMENTS PVT. LTD.	8,964	5	0.056%	5	100%
2022-2023	821	QUADRILLION FINANCE PRIVATE LIMITED	0	1,917		33	1.721%
2022-2023	822	R K B SERVICES PRIVATE LIMITED	0	1		1	100%
2022-2023	823	R K FINANCE LTD	5,746	2	0.035%	2	100%
2022-2023	824	RAIGAD SAHAKARI BANK LIMITED	444	2	0.450%	0	0.000%
2022-2023	825	RAILWAY EMPLOYEES CO-OPERATIVE BANK	2,90,756	11	0.004%	5	45.455%
2022-2023	826	RAILWAY EMPLOYEES COOPERATIVE BANKING SOCIETY LTD. JODHPUR	16,074	3	0.019%	1	33.333%
2022-2023	827	RAILWAY SHRAMIK SAHAKARI BANK LTD.	37,480	20	0.053%	17	85.00%
2022-2023	828	RAJARAMBAPU SAHAKARI BANK LTD	3,31,848	37	0.011%	2	5.405%
2022-2023	829	RAJARSHI SHAHU GOVERNMENT SERVANTS CO-OP BANK LTD	85,539	3	0.004%	1	33.333%
2022-2023	830	RAJASHRI SHAHU SAHAKARI BANK MARYADIT	1,03,117	7	0.007%	6	85.714%
2022-2023	831	RAJASTHAN FC	2,600	3	0.115%	1	33.333%
2022-2023	832	RAJASTHAN MARUDHARA GRAMIN BANK	30,99,214	127	0.004%	26	20.472%
2022-2023	833	RAJDHANI NAGAR SAHAKARI BANK LTD.	641	1	0.156%	1	100%
2022-2023	834	RAJE VIKRAMSINH GHATAGE CO-OPERATIVE BANK LTD	2,94,363	28	0.010%	9	32.143%
2022-2023	835	RAJGURUNAGAR SAHAKARI BANK LTD, PUNE	2,10,042	6	0.003%	4	66.667%
2022-2023	836	RAJKAMAL LEASING & INVESTMENTS PRIVATE LIMITED	1	4	400.000%	1	25.000%
2022-2023	837	RAJKOT NAGARIK SAHAKARI BANK LTD.	18,44,279	64	0.003%	7	10.938%
2022-2023	838	RAJMATA URBAN CO-OPERATIVE BANK LTD.MANGALWEDHA	12,803	3	0.023%	2	66.667%
2022-2023	839	RAMBLE HIRE PURCHASE PVT. LTD., JALANDHAR	3,232	2	0.062%	2	100%
2022-2023	840	RAMESHWAR CO-OPERATIVE BANK LTD.	4,773	2	0.042%	1	50.000%
2022-2023	841	RAMPUR ZILA SAHKARI BANK LTD. RAMPUR	787	1	0.127%	1	100%
2022-2023	842	RAMRAJYA SAHAKARI BANK LTD.	36,826	2	0.005%	2	100%
2022-2023	843	RAMTIRTH LEASING AND FINANCE COMPANY PRIVATE LIMITED	15	2	13.333%	1	50.000%
2022-2023	844	RATNAGIRI DISTRICT CENTRAL CO-OPERATIVE BANK LTD , RATNAGIRI	5,30,672	25	0.005%	21	84.00%
2022-2023	845	RATTANINDIA FINANCE PRIVATE LIMITED	59,501	23	0.039%	1	4.348%
2022-2023	846	RB MONEY FINANCIAL SERVICES PRIVATE LIMITED	7,813	1	0.013%	1	100%
2022-2023	847	RBA FINANCE PVT. LIMITED	63,688	5	0.008%	3	60.00%
2022-2023	848	RBL BANK	2,04,06,133	2,535	0.012%	192	7.574%
2022-2023	849	RBL-BFL CO-BRANDED CARDS PROGRAMME	3,21,80,934	2,436	0.008%	4	0.164%
2022-2023	850	RBSG CAPITAL PRIVATE LIMITED	22,057	2	0.009%	2	100%
2022-2023	851	RDK GLOBAL FINANCE PRIVATE LIMITED	28,634	9	0.031%	9	100%
2022-2023	852	REGENCY SHARES & HOLDINGS P. LTD.	10,976	79	0.720%	7	8.861%
2022-2023	853	RELANCE ASSET RECONSTRUCTION COMPANY LIMITED	25,30,385	329	0.013%	10	3.040%
2022-2023	854	RELANCE CAPITAL LIMITED	9,65,773	61	0.006%	36	59.016%
2022-2023	855	RELANCE CONSUMER FINANCE PRIVATE LIMITED	0	456		78	17.105%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	856	RELIANCE HOME FINANCE LIMITED (RELIANCE HOME FINANCE PRIVATE LIMITED)	1,73,729	91	0.052%	1	1.099%
2022-2023	857	RELIGARE FINVEST LIMITED	2,19,581	95	0.043%	11	11.579%
2022-2023	858	RELIGARE HOUSING DEVELOPMENT FINANCE CORP. LTD.	1,24,562	3	0.002%	1	33.333%
2022-2023	859	REPCO HOME FINANCE LTD.	17,21,639	73	0.004%	54	73.973%
2022-2023	860	RHINO FINANCE PRIVATE LIMITED	44	908	2063.636%	189	20.815%
2022-2023	861	RICH CREDIT FINANCE PRIVATE LIMITED	6,509	4	0.061%	4	100%
2022-2023	862	RIVAZ FINANCE LIMITED	8,164	4	0.049%	1	25.000%
2022-2023	863	RKP FINANCE PRIVATE LIMITED	17,966	2	0.011%	1	50.000%
2022-2023	864	RMK FINCORP PRIVATE LIMITED	32,576	13	0.040%	9	69.231%
2022-2023	865	RNVP TECHNOLOGY PRIVATE LIMITED	1,43,070	30	0.021%	9	30.00%
2022-2023	866	ROHA HOUSING FINANCE PRIVATE LIMITED	1,32,059	1	0.001%	1	100%
2022-2023	867	ROSE VALLEY HOUSING DEVELOPMENT FINANCE CORPORATION	1,214	6	0.494%	6	100%
2022-2023	868	ROYAL SECURITIES LIMITED	18,17,936	139	0.008%	21	15.108%
2022-2023	869	RUPEE CO-OPERATIVE BANK LTD.	10,151	1	0.010%	1	100%
2022-2023	870	RUPEEK CAPITAL PRIVATE LIMITED	23,43,786	202	0.009%	5	2.475%
2022-2023	871	RUPITOL FINANCE PRIVATE LIMITED	42,804	1	0.002%	1	100%
2022-2023	872	S.S.K. CO-OPERATIVE BANK LTD. HUBLI	163	3	1.840%	3	100%
2022-2023	873	SADGURU GAHININATH URBAN CO-OPERATIVE BANK LTD.	11,932	4	0.034%	4	100%
2022-2023	874	SADHANA SAHAKARI BANK LIMITED	1,20,385	8	0.007%	4	50.000%
2022-2023	875	SAFE FINLEASE PRIVATE LIMITED	3,037	1	0.033%	1	100%
2022-2023	876	SAGAR DEPOSITS & ADVANCES LIMITED	5,926	1	0.017%	0	0.000%
2022-2023	877	SAHARA HOUSINGFINA CORPORATION LIMITED	33,528	6	0.018%	1	16.667%
2022-2023	878	SAHAYOG URBAN COOPERATIVE BANK LTD., UDGIR	7,451	1	0.013%	1	100%
2022-2023	879	SAI POINT FINANCE CORPORATION LIMITED	1,38,861	28	0.020%	23	82.143%
2022-2023	880	SAI ROSHNI CAPITAL PRIVATE LIMITED	1,74,737	28	0.016%	4	14.286%
2022-2023	881	SAIBABA NAGARI SAHAKARI BANK MARYADIT	99,295	18	0.018%	3	16.667%
2022-2023	882	SAINIK FINANCE & INDUSTRIES LIMITED	0	3		3	100%
2022-2023	883	SAKTHI FINANCE LIMITED	2,51,846	4	0.002%	3	75.00%
2022-2023	884	SAMARTH SAHAKARI BANK LTD, SOLAPUR	4,88,775	6	0.001%	2	33.333%
2022-2023	885	SAMATA CO-OPERATIVE DEVELOPMENT BANK LTD.	5,372	4	0.074%	4	100%
2022-2023	886	SAMPADA SAHAKARI BANK LTD., PUNE	20,998	7	0.033%	4	57.143%
2022-2023	887	SAMPATHI CREDITS PRIVATE LIMITED	12,008	9	0.075%	8	88.889%
2022-2023	888	SAMPATI SECURITIES LIMITED	4,278	20	0.468%	8	40.00%
2022-2023	889	SAMRUDDHI CO-OPERATIVE BANK LIMITED ,NAGPUR	11,216	8	0.071%	2	25.000%
2022-2023	890	SAMUNNATI FINANCIAL INTERMEDIATION & SERVICES PRIVATE LIMITED	20,13,202	39	0.002%	8	20.513%
2022-2023	891	SANAWAD NAGARIK SAHAKARI BANK MARYADIT, SANAWAD	11,019	5	0.045%	5	100%
2022-2023	892	SANGLI DISTRICT CENTRAL CO-OPERATIVE BANK LIMITED	1,09,726	4	0.004%	1	25.000%
2022-2023	893	SANGLI URBAN CO-OPERATIVE BANK LTD.	1,71,047	134	0.078%	21	15.672%
2022-2023	894	SANGOLA URBAN CO OP BANK LIMITED SANGOLA	91,851	5	0.005%	1	20.000%
2022-2023	895	SANJAY SECURITIES LIMITED	21,072	2	0.009%	1	50.000%
2022-2023	896	SANMATI SAHAKARI BANK LTD.,ICHALKARANJI	53,268	5	0.009%	3	60.00%
2022-2023	897	SANMITRA SAHAKARI BANK LIMITED, PUNE, MAHARASHTRA STATE	24,047	1	0.004%	1	100%
2022-2023	898	SANT SOPANKAKA SAHAKARI BANK LTD.	1,06,137	28	0.026%	2	7.143%
2022-2023	899	SAPTAGIRI GRAMEENA BANK	31,85,779	48	0.002%	8	16.667%
2022-2023	900	SARAKARI NAUKARARA SAHAKARI BANK NIYAMIT,VIJAYAPUR	2,92,889	8	0.003%	7	87.500%
2022-2023	901	SARASPUR NAGRIK CO-OPERATIVE BANK LTD., SARASPUR, GUJARAT STATE	27,809	3	0.011%	3	100%
2022-2023	902	SARASWAT CO-OP BANK LTD	31,31,102	287	0.009%	11	3.833%
2022-2023	903	SARDA RESOURCES PRIVATE LIMITED	659	1	0.152%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	904	SARDAR SINGH NAGARIK SAHAKARI BANK MARYADIT, TIKAMGARH	2,565	1	0.039%	1	100%
2022-2023	905	SARJERAODADA NAIK SHIRALA SAHAKARI BANK LTD., SHIRALA	0	2		2	100%
2022-2023	906	SARVA HARYANA GRAMIN BANK	44,85,921	966	0.022%	400	41.408%
2022-2023	907	SARVAGRAM FINCARE PRIVATE LIMITED	0	1		0	0.000%
2022-2023	908	SARVJAN INDIA FINTECH PRIVATE LIMITED	10,789	1	0.009%	1	100%
2022-2023	909	SARVODAYA COMMERCIAL CO-OPERATIVE BANK LIMITED	1,12,897	16	0.014%	0	0.000%
2022-2023	910	SARVODAYA CO-OPERATIVE BANK LTD., BHANDUP (WEST) MUMBAI	12,052	2	0.017%	2	100%
2022-2023	911	SARVOTTAM FINCAP LIMITED	0	8		6	75.00%
2022-2023	912	SATARA DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	1,43,481	19	0.013%	9	47.368%
2022-2023	913	SATIN CREDITCARE NETWORK LTD.	8,496	2	0.024%	2	100%
2022-2023	914	SATIN HOUSING FINANCE LIMITED	1,10,700	5	0.005%	4	80.00%
2022-2023	915	SAURASHTRA GRAMIN BANK	32,06,991	97	0.003%	1	1.031%
2022-2023	916	SAVE FINANCIAL PRIVATE LIMITED	24,174	9	0.037%	7	77.778%
2022-2023	917	SAVE HOUSING FINANCE LIMITED	23,954	11	0.046%	6	54.545%
2022-2023	918	SAWAI FINANCE PRIVATE LIMITED	0	1		1	100%
2022-2023	919	SAWALSHA LEASING & FINANCE PRIVATE LIMITED	4,273	2	0.047%	2	100%
2022-2023	920	SAYYAM INVESTMENTS PRIVATE LIMITED	7,77,014	454	0.058%	39	8.590%
2022-2023	921	SBFC FINANCE LIMITED	25,95,948	231	0.009%	10	4.329%
2022-2023	922	SBI CARDS AND PAYMENT SERVICES PVT LTD	20,36,81,368	14,133	0.007%	253	1.790%
2022-2023	923	SBI COMMERCIAL & INVESTMENTS	1	1	100%	1	100%
2022-2023	924	SBI GLOBAL FACTORS LIMITED	4,755	8	0.168%	3	37.500%
2022-2023	925	SBM BANK (INDIA) LIMITED	50,80,139	2,883	0.057%	61	2.116%
2022-2023	926	SBPP COOP BANK LTD	1,03,142	10	0.010%	8	80.00%
2022-2023	927	SELFIN INDIA FINANCIAL SERVICES PRIVATE LIMITED	0	14		5	35.714%
2022-2023	928	SETIA AUTO FINANCE PRIVATE LIMITED	70,229	3	0.004%	2	66.667%
2022-2023	929	SEWA GRIH RIN LIMITED	1,91,774	12	0.006%	7	58.333%
2022-2023	930	SEYAD SHARIAT FINANCE LIMITED	1,01,681	1	0.001%	1	100%
2022-2023	931	SHAHA FINLEASE PRIVATE LIMITED	11,442	151	1.320%	105	69.536%
2022-2023	932	SHAKUNTAM SECURITIES PRIVATE LIMITED	4,908	1	0.020%	1	100%
2022-2023	933	SHANKAR NAGARI SAHAKARI BANK LTD. , NANDED	5,142	2	0.039%	2	100%
2022-2023	934	SHANKARRAO MOHITE-PATIL SAHAKARI BANK LTD. AKLUJ	5,289	2	0.038%	1	50.000%
2022-2023	935	SHARAD SAHAKARI BANK LTD, PUNE	78,389	46	0.059%	1	2.174%
2022-2023	936	SHAREKHAN BNP PARIBAS FINANCIAL SERVICES LIMITED	16,942	3	0.018%	2	66.667%
2022-2023	937	SHIKSHA FINANCIAL SERVICES INDIA PRIVATE LIMITED	10,00,867	22	0.002%	2	9.091%
2022-2023	938	SHIKSHAK SAHAKARI BANK LTD	54,279	10	0.018%	9	90.00%
2022-2023	939	SHINHAN BANK	59,694	11	0.018%	5	45.455%
2022-2023	940	SHIRPUR PEOPLE'S CO-OPERATIVE BANK LTD. SHIRPUR	53,129	1	0.002%	0	0.000%
2022-2023	941	SHIV PARVATI JANAKALYAN FINANCE LIMITED	277	4	1.444%	4	100%
2022-2023	942	SHIVA SAHAKARI BANK NIYAMITA	6,533	1	0.015%	1	100%
2022-2023	943	SHIVAJI NAGARI SAHAKARI BANK LTD., PAITHAN	40,201	2	0.005%	0	0.000%
2022-2023	944	SHIVALIK SMALL FINANCE BANK LIMITED	8,35,985	71	0.008%	1	1.408%
2022-2023	945	SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD.	58,014	2	0.003%	2	100%
2022-2023	946	SHREE CHHANI NAGRIK SAHAKARI BANK LTD.	15,821	11	0.070%	10	90.909%
2022-2023	947	SHREE CO-OPERATIVE BANK LTD.	6,139	8	0.130%	2	25.000%
2022-2023	948	SHREE DHARATI CO-OPERATIVE BANK LTD	10,291	1	0.010%	0	0.000%
2022-2023	949	SHREE KADI NAGARIK SAHAKARI BANK LTD.	1,38,447	1	0.001%	1	100%
2022-2023	950	SHREE MAHALAKSHMI CO-OPERATIVE BANK LTD.	49,822	21	0.042%	15	71.429%
2022-2023	951	SHREE MAHESH CO-OPERATIVE BANK LTD., NASHIK	13,617	3	0.022%	3	100%

## Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	
2022-2023	952	SHREE PANCHAGANGA NAGARI SAHAKARI BANK LTD., KOLHAPUR	1,08,579	2	0.002%	2	100%
2022-2023	953	SHREE SAMARTH SAHAKARI BANK LTD., NASHIK	33,188	11	0.033%	10	90.909%
2022-2023	954	SHREE SHARADA SAHAKARI BANK LTD.	53,016	9	0.017%	7	77.778%
2022-2023	955	SHREE TALAJA NAGARIK SAHAKARI BANK LTD.	67,908	4	0.006%	4	100%
2022-2023	956	SHREE VARDHAMAN SAHAKARI BANK LTD, BARODA	12,933	3	0.023%	2	66.667%
2022-2023	957	SHREE VYAS DHANVARSHA SAHAKARI BANK LTD., YAWAL	19,605	2	0.010%	2	100%
2022-2023	958	SHREE WARANA SAHAKARI BANK LIMITED	1,98,048	68	0.034%	29	42.647%
2022-2023	959	SHRI ADINATH CO OP BANK, ICHALKARANJI	32,690	3	0.009%	3	100%
2022-2023	960	SHRI ANAND NAGARI SAHAKARI BANK LIMITED	26,115	16	0.061%	5	31.250%
2022-2023	961	SHRI ARIHANT CO-OPERATIVE BANK LIMITED	19,457	1	0.005%	0	0.000%
2022-2023	962	SHRI BARIA NAGARIK SAHAKARI BANK LTD., DEVGAD BARIA	27,331	1	0.004%	1	100%
2022-2023	963	SHRI BASAVESHWAR URBAN CO-OPERATIVE BANK LTD.	2,57,481	25	0.010%	18	72.000%
2022-2023	964	SHRI BHARAT URBAN COOP BANK LIMITED, JAISINGPUR	81,376	1	0.001%	1	100%
2022-2023	965	SHRI CHHATRAPATI RAJASHRI SHAHU URBAN CO-OP BANK LTD; BEED	1,35,029	10	0.007%	2	20.000%
2022-2023	966	SHRI GAJANAN NAGARI SAHAKARI BANK LTD., BEED	30,959	5	0.016%	5	100%
2022-2023	967	SHRI GANESH SAHAKARI BANK LTD.	37,831	3	0.008%	3	100%
2022-2023	968	SHRI KANYAKA NAGARI SAHAKARI BANK LTD.	85,724	5	0.006%	5	100%
2022-2023	969	SHRI LAXMI KRUPA URBAN CO-OPERATIVE BANK LIMITED,PUNE	14,587	3	0.021%	3	100%
2022-2023	970	SHRI MAHILA SEWA SAHAKARI BANK LTD., AHMEDABAD	3,56,687	1	0.000%	1	100%
2022-2023	971	SHRI RAJKOT DISTRICT CENTRAL CO-OPERATIVE BANK LTD	5,03,882	1	0.000%	1	100%
2022-2023	972	SHRI SHIDDESHWAR CO-OPERATIVE BANK LTD., BIJAPUR	52,030	8	0.015%	1	12.500%
2022-2023	973	SHRI SHIVESHWAR NAGRI SAHAKARI BANK LTD., BASMATHNAGAR	71,762	1	0.001%	1	100%
2022-2023	974	SHRI SWAMI SAMARTH SAHAKARI BANK LTD.	68,625	4	0.006%	4	100%
2022-2023	975	SHRI VEERSHAIV CO-OP BANK LTD.	2,82,959	7	0.002%	3	42.857%
2022-2023	976	SHRI VINAYAK SAHAKARI BANK LTD.	990	1	0.101%	1	100%
2022-2023	977	SHRI YASHWANT SAHAKARI BANK MARYADIT,KUDITRE	1,35,033	19	0.014%	12	63.158%
2022-2023	978	SHRIMANT MALOJIRAJE SAHAKARI BANK LTD.	51,468	73	0.142%	12	16.438%
2022-2023	979	SHRIRAM CITY UNION FINANCE LIMITED	0	960		6	0.625%
2022-2023	980	SHRIRAM EQUIPMENT FINANCE COMPANY LIMITED	55	2,602	4730.909%	5	0.192%
2022-2023	981	SHRIRAM FINANCE LIMITED	3,32,76,808	113	0.000%	20	17.699%
2022-2023	982	SHRIRAM HOUSING FINANCE LIMITED	3,02,378	63	0.021%	35	55.556%
2022-2023	983	SHUBHAM HOUSING DEVELOPMENT FINANCE COMPANY PVT. LTD.	12,11,567	16	0.001%	0	0.000%
2022-2023	984	SICOM LIMITED	61,188	17	0.028%	13	76.471%
2022-2023	985	SICREVA CAPITAL SERVICES PVT. LTD.	2,94,39,202	4,987	0.017%	21	0.421%
2022-2023	986	SIDDESHWAR SAHAKARI BANK LTD.	26,149	2	0.008%	2	100%
2022-2023	987	SIDDHESHWAR URBAN CO-OP BANK MARYADIT, SILLOD	22,374	2	0.009%	1	50.000%
2022-2023	988	SIDDHI VINAYAK FINCAP LIMITED	0	2		1	50.000%
2022-2023	989	SIEMENS FINANCIAL SERVICES PRIVATE LIMITED	1,44,781	14	0.010%	7	50.000%
2022-2023	990	SILVER STAR FINANCE AND LEASING LIMITED	18,419	2	0.011%	2	100%
2022-2023	991	SIMANDHAR FINLEASE PRIVATE LIMITED	59,156	1	0.002%	1	100%
2022-2023	992	SINGULARITY CREDIT WORLD PRIVATE LIMITED	5,892	1	0.017%	1	100%
2022-2023	993	SIR M. VISVESVARYA CO-OP. BANK LTD.	29,093	17	0.058%	4	23.529%



### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	994	SIROHI HOME PRODUCTS PRIVATE LIMITED	17,625	3	0.017%	1	33.333%
2022-2023	995	SIVAGANGAI DISTRICT CENTRAL CO-OP. BANK LTD., SIVAGANGAI	3,75,458	1	0.000%	1	100%
2022-2023	996	SK FINANCE LIMITED	76,32,446	342	0.004%	11	3.216%
2022-2023	997	SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA	7,65,010	74	0.010%	28	37.838%
2022-2023	998	SMFG INDIA CREDIT COMPANY LIMITED	2,51,19,294	2,362	0.009%	46	1.948%
2022-2023	999	SMFG INDIA HOME FINANCE COMPANY LIMITED	0	22		19	86.364%
2022-2023	1000	SMRITI NAGRIK SAHAKARI BANK MARYADIT	38,964	8	0.021%	5	62.500%
2022-2023	1001	SNAPMINT FINANCIAL SERVICES PRIVATE LIMITED	0	314		146	46.497%
2022-2023	1002	SOLAPUR JANATA SAHAKARI BANK LTD	5,14,977	79	0.015%	15	18.987%
2022-2023	1003	SOLAPUR SIDDHESHWAR SAHAKARI BANK LTD.,	1,93,195	9	0.005%	1	11.111%
2022-2023	1004	SOUTH MALABAR GRAMIN BANK	144	2	1.389%	2	100%
2022-2023	1005	SPANDANA SPHOORTY FINANCIAL SERVICES LIMITED	108	3	2.778%	3	100%
2022-2023	1006	SPEEL FINANCE COMPANY PRIVATE LIMITED	10	346	3460.000%	18	5.202%
2022-2023	1007	SPHEETI FINTECH PRIVATE LIMITED	1,184	2	0.169%	2	100%
2022-2023	1008	SRAJAN CAPITAL LIMITED	529	1	0.189%	1	100%
2022-2023	1009	SREE SUBRAMANYESWARA CO-OPERATIVE BANK LTD., BANGALORE	17,077	8	0.047%	6	75.00%
2022-2023	1010	SREE THYAGARAJA CO-OPERATIVE BANK LTD.	86,968	13	0.015%	12	92.308%
2022-2023	1011	SREENIDHI SOUHARDA SAHAKARI BANK NIYAMITHA	6,397	1	0.016%	1	100%
2022-2023	1012	SREI EQUIPMENT FINANCE LTD.	16,22,405	278	0.017%	18	6.475%
2022-2023	1013	SRG HOUSING FINANCE LIMITED	3,18,507	17	0.005%	6	35.294%
2022-2023	1014	SRG SECURITIES FINANCE LIMITED	2,130	1	0.047%	0	0.000%
2022-2023	1015	SRI AMBA BHAWANI URBAN COOPERATIVE BANK LIMITED, DAVANAGERE	2,714	1	0.037%	1	100%
2022-2023	1016	SRI BASAVESHWAR PATTANA SAHAKARI BANK NIYAMIT., SINDGI	7,203	8	0.111%	7	87.500%
2022-2023	1017	SRI KANYAKAPARMESHWARI CO-OPERATIVE BANK LTD , MYSORE	4,011	3	0.075%	3	100%
2022-2023	1018	SRI LAKSHMI MAHILA SAHAKARA BANK NIYAMITHA	2,158	3	0.139%	2	66.667%
2022-2023	1019	SRI POTTI SRI RAMULU NELLORE DISTRICT COOPERATIVE CENTRAL BANK LTD.	1,35,512	1	0.001%	1	100%
2022-2023	1020	SRI SUDHA CO-OPERATIVE BANK LTD.	27,664	10	0.036%	4	40.00%
2022-2023	1021	SRIMATHA MAHILA SAHAKARI BANK NIYAMITHA, BANGALORE	1,968	1	0.051%	1	100%
2022-2023	1022	STANDARD CHARTERED BANK	2,34,80,357	2,375	0.010%	473	19.916%
2022-2023	1023	STANDARD CHARTERED INVESTMENTS AND LOANS (I) LTD.	27,206	28	0.103%	27	96.429%
2022-2023	1024	STAR HOUSING FINANCE LIMITED	10,621	2	0.019%	0	0.000%
2022-2023	1025	STARAGRI FINANCE LIMITED	27,699	16	0.058%	8	50.000%
2022-2023	1026	STATE BANK OF INDIA	48,83,69,200	20,192	0.004%	4,207	20.835%
2022-2023	1027	STATE BANK OF INDORE	101	48	47.525%	44	91.667%
2022-2023	1028	STATE BANK OF SAURASHTRA	38	19	50.000%	19	100%
2022-2023	1029	STCI FINANCE LIMITED	1,053	1	0.095%	1	100%
2022-2023	1030	STERLING URBAN CO-OPERATIVE BANK LTD.	3,796	1	0.026%	0	0.000%
2022-2023	1031	SUBHADRA LOCAL AREA BANK LIMITED	0	6		6	100%
2022-2023	1032	SUBHLAKSHMI FINANCE PRIVATE LIMITED	2,66,460	9	0.003%	5	55.556%
2022-2023	1033	SUCO SOUHARDA SAHAKARI BANK LTD., BELLARY	1,02,822	3	0.003%	1	33.333%
2022-2023	1034	SUDHA CO-OPERATIVE URBAN BANK LTD	6,278	1	0.016%	0	0.000%
2022-2023	1035	SUGMYA FINANCE PRIVATE LIMITED	0	16		12	75.00%
2022-2023	1036	SUKHCHAIN HIRE PURCHASE PRIVATE LIMITED	25,703	2	0.008%	2	100%
2022-2023	1037	SUNDARAM FINANCE LIMITED	1,18,71,254	698	0.006%	30	4.298%
2022-2023	1038	SUNDARAM HOME FINANCE LIMITED	13,69,093	35	0.003%	1	2.857%
2022-2023	1039	SUNDARLAL SAWJI URBAN CO-OPERATIVE BANK LTD. JINTUR	3,17,133	137	0.043%	39	28.467%
2022-2023	1040	SUNEET FINMAN PRIVATE LIMITED	6,952	2	0.029%	1	50.000%
2022-2023	1041	SUNGLOW FININVEST PRIVATE LIMITED	767	1	0.130%	1	100%



### Complaints registered against the CIs with CIs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	1042	SUNIDHI CAPITAL PRIVATE LIMITED	2,51,966	403	0.160%	14	3.474%
2022-2023	1043	SUNITA FINLEASE LIMITED	4,778	2	0.042%	2	100%
2022-2023	1044	SUPREME HOUSING FINANCE LIMITED	2,80,771	5	0.002%	5	100%
2022-2023	1045	SURAT NATIONAL CO-OPERATIVE BANK LTS	1,53,829	2	0.001%	2	100%
2022-2023	1046	SURJIT HIRE PURCHASE PRIVATE LIMITED	0	6		1	16.667%
2022-2023	1047	SURYODAY MICRO FINANCE PRIVATE LIMITED	1	5	500.000%	5	100%
2022-2023	1048	SURYODAY SMALL FINANCE BANK LIMITED	15,71,657	51	0.003%	42	82.353%
2022-2023	1049	SUSTAINABLE AGRO-COMMERCIAL FINANCE LIMITED	1,41,585	30	0.021%	6	20.000%
2022-2023	1050	SUARNAYUG SAHAKARI BANK LIMITED	82,378	13	0.016%	0	0.000%
2022-2023	1051	SVAKARMA FINANCE PRIVATE LIMITED	69,452	2	0.003%	0	0.000%
2022-2023	1052	SVASTI MICRO FINANCE PRIVATE LIMITED	8,987	1	0.011%	1	100%
2022-2023	1053	SVATANTRA MICRO HOUSING FINANCE CORPORATION LIMITED	3,31,044	2	0.001%	1	50.000%
2022-2023	1054	SVC CO-OPERATIVE BANK LTD.	6,45,281	32	0.005%	17	53.125%
2022-2023	1055	SWADHA FINLEASE PRIVATE LIMITED	4,888	1	0.020%	0	0.000%
2022-2023	1056	SWADHAAR FINSERVE PVT. LTD.	0	6		6	100%
2022-2023	1057	SWARNA PRAGATI HOUSING MICROFINANCE PRIVATE LIMITED	4,63,692	2	0.000%	1	50.000%
2022-2023	1058	SWASTIKA FIN-MART PRIVATE LIMITED	6,221	4	0.064%	3	75.00%
2022-2023	1059	SWATANTRYA SENANI LATE SHRIPAL ALASE KURUNDWAD	0	3		3	100%
2022-2023	1060	SWEL FINVEST PVT. LTD.	558	1	0.179%	1	100%
2022-2023	1061	SYNDICATE BANK	174	6	3.448%	5	83.333%
2022-2023	1062	TAB CAPITAL PRIVATE LIMITED	32	4	12.500%	4	100%
2022-2023	1063	TAMIL NADU GRAMA BANK	1,47,35,098	67	0.000%	4	5.970%
2022-2023	1064	TAMILNAD MERCANTILE BANK LIMITED	1,35,29,417	214	0.002%	30	14.019%
2022-2023	1065	TAMILNADU INDUSTRIAL INVESTMENT CORPORATION	2,53,409	25	0.010%	15	60.00%
2022-2023	1066	TAPSTART CAPITAL PRIVATE LIMITED	2,92,623	106	0.036%	6	5.660%
2022-2023	1067	TARU AGENCIES AND INVESTMENTS PRIVATE LIMITED	18,376	3	0.016%	3	100%
2022-2023	1068	TATA CAPITAL FINANCIAL SERVICES LIMITED	0	1,417		222	15.667%
2022-2023	1069	TATA CAPITAL HOUSING FINANCE LTD.	40,92,951	172	0.004%	17	9.884%
2022-2023	1070	TATA CAPITAL LIMITED	3,90,462	56	0.014%	24	42.857%
2022-2023	1071	TATA MOTORS FINANCE LIMITED	31,53,407	271	0.009%	32	11.808%
2022-2023	1072	TATKAL LOAN INDIA PRIVATE LIMITED	7,078	2	0.028%	0	0.000%
2022-2023	1073	TEACHERS CO-OPERATIVE BANK LTD	52,508	5	0.010%	4	80.00%
2022-2023	1074	TELANGANA GRAMEENA BANK	94,40,443	92	0.001%	3	3.261%
2022-2023	1075	TEXTILE CO-OPERATIVE BANK LTD.,BANGALORE	28,013	1	0.004%	1	100%
2022-2023	1076	TEXTILE TRADERS CO-OPERATIVE BANK LIMITED.	35,558	7	0.020%	7	100%
2022-2023	1077	THANE BHARAT SAHAKARI BANK LTD	2,34,539	13	0.006%	1	7.692%
2022-2023	1078	THANE DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	7,18,663	5	0.001%	5	100%
2022-2023	1079	THE A P JANATA CO-OPERATIVE URBAN BANK LTD	3,909	1	0.026%	1	100%
2022-2023	1080	THE ABHINAV SAHAKARI BANK LTD.	44,823	15	0.033%	5	33.333%
2022-2023	1081	THE AGRASEN CO-OPERATIVE URBAN BANK LTD	16,486	3	0.018%	3	100%
2022-2023	1082	THE AHMEDABAD DISTRICT CO-OPERATIVE BANK LTD	3,68,348	4	0.001%	0	0.000%
2022-2023	1083	THE AHMEDABAD MERCANTILE COOPERATIVE BANK LTD.	27,336	5	0.018%	4	80.00%
2022-2023	1084	THE AHMEDNAGAR MERCHANTS CO-OPERATIVE BANK LTD.	44,723	18	0.040%	5	27.778%
2022-2023	1085	THE AJARA URBAN CO-OP BANK LTD;AJARA	3,50,431	14	0.004%	3	21.429%
2022-2023	1086	THE AKOLA DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	1,91,465	9	0.005%	2	22.222%
2022-2023	1087	THE AKOLA JANATA COMMERCIAL CO-OPERATIVE BANK LTD	91,983	16	0.017%	4	25.000%
2022-2023	1088	THE AKOLA URBAN CO-OPERATIVE BANK LTD.	5,86,366	43	0.007%	21	48.837%
2022-2023	1089	THE AMRAVATI MERCHANTS SAHAKARI BANK LTD.,AMRAVATI	13,603	1	0.007%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	(F)
2022-2023	1090	THE AMRELI JILLA MADHYASTHA SAHAKARI BANK LTD	8,48,669	2	0.000%	2	100%
2022-2023	1091	THE AMRITSAR CENTRAL CO-OPERATIVE BANK LTD.	45,536	7	0.015%	6	85.714%
2022-2023	1092	THE ANANTAPUR DISTRICT COOPERATIVE CENTRAL BANK LTD., ANANTAPUR	21,132	1	0.005%	1	100%
2022-2023	1093	THE ANDHRA BANK EMPLOYEE'S CO-OPERATIVE BANK LIMITED	0	2		0	0.000%
2022-2023	1094	THE ANDHRA PRADESH MAHESH CO-OPERATIVE BANK LTD.	10,718	24	0.224%	7	29.167%
2022-2023	1095	THE ANDHRA PRADESH STATE CO-OPERATIVE BANK LIMITED	1,44,184	5	0.003%	2	40.00%
2022-2023	1096	THE ANNASAHAB SAVANT CO-OP URBAN BANK MAHAD LTD.	2,86,331	9	0.003%	4	44.444%
2022-2023	1097	THE ASHTA PEOPLE'S CO-OPERATIVE BANK LTD., ASHTA	87,146	12	0.014%	4	33.333%
2022-2023	1098	THE BAGALKOT DISTRICT CENTRAL CO-OP BANK LTD	56,885	6	0.011%	1	16.667%
2022-2023	1099	THE BALASORE CO-OPERATIVE URBAN BANK LTD.	3,581	1	0.028%	1	100%
2022-2023	1100	THE BANGALORE CITY CO-OPERATIVE BANK LTD.	59,623	8	0.013%	7	87.500%
2022-2023	1101	THE BANK OF NOVA SCOTIA	314	1	0.318%	1	100%
2022-2023	1102	THE BARAMATI SAHAKARI BANK LTD, BRAMATI	1,77,593	10	0.006%	8	80.00%
2022-2023	1103	THE BARDOLI NAGRIK SAHAKARI BANK LTD., BARDOLI	98,225	5	0.005%	5	100%
2022-2023	1104	THE BARODA CENTRAL CO-OP BANK LTD	88,563	1	0.001%	1	100%
2022-2023	1105	THE BARODA CITY CO-OPERATIVE BANK LTD.	33,363	2	0.006%	2	100%
2022-2023	1106	THE BATHINDA CENTRAL COOPERATIVE BANK LTD.	51,180	1	0.002%	1	100%
2022-2023	1107	THE BELLARY DISTRICT CO-OPERATIVE CENTRAL BANK LTD.	85,069	2	0.002%	2	100%
2022-2023	1108	THE BHAGYALAKSHMI MAHILA SAHAKARI BANK LTD.	1,50,954	47	0.031%	2	4.255%
2022-2023	1109	THE BHAGYODAYA COOPERATIVE BANK LTD.	14,653	1	0.007%	1	100%
2022-2023	1110	THE BHANDARA URBAN CO-OPERATIVE BANK LTD.	1,94,437	33	0.017%	17	51.515%
2022-2023	1111	THE BHARAT CO-OPERATIVE BANK (MUMBAI) LIMITED	4,87,967	96	0.020%	12	12.500%
2022-2023	1112	THE BHARAT CO-OPERATIVE BANK LIMITED BANGALORE	13,306	1	0.008%	1	100%
2022-2023	1113	THE BHATKAL URBAN CO-OP. BANK LTD.	1,51,638	16	0.011%	3	18.750%
2022-2023	1114	THE BHIWANI CENTRAL CO-OPERATIVE BANK LTD. BHIWANI	68,196	20	0.029%	4	20.000%
2022-2023	1115	THE BIJAPUR DISTRICT CENTRAL CO-OPERATIVE BANK LTD	3,44,523	1	0.000%	1	100%
2022-2023	1116	THE BUNDI URBAN CO-OPERATIVE BANK LTD. BUNDI	5,211	1	0.019%	1	100%
2022-2023	1117	THE C.K.P CO-OPERATIVE BANK LIMITED	8	7	87.500%	6	85.714%
2022-2023	1118	THE CENTRAL CO-OPERATIVE BANK LTD., BIKANER	13,959	4	0.029%	4	100%
2022-2023	1119	THE CHANDIGARH STATE CO-OPERATIVE BANK LTD.	16,129	10	0.062%	2	20.000%
2022-2023	1120	THE CHANDRAPUR DISTRICT CENTRAL CO-OPERATIVE BANK LTD., CHANDRAPUR	10,00,789	2	0.000%	2	100%
2022-2023	1121	THE CHEMBUR NAGARIK SAHAKARI BANK LTD.	75,469	5	0.007%	5	100%
2022-2023	1122	THE CHHAPI NAGRIK SAHAKARI BANK LTD.	55,339	9	0.016%	5	55.556%
2022-2023	1123	THE CHIKMAGALUR DISTRICT CO-OPERATIVE CENTRAL BANK LTD.	1,29,733	9	0.007%	6	66.667%
2022-2023	1124	THE CHIPLUN URBAN CO-OPERATIVE BANK LTD	1,62,040	8	0.005%	2	25.000%
2022-2023	1125	THE CHITRADURGA DISTRICT CO-OPERATIVE CENTRAL BANK LTD.	25,091	1	0.004%	1	100%
2022-2023	1126	THE CHITTOOR DISTRICT CO-OPERATIVE CENTRAL BANK LTD;	53,144	2	0.004%	2	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	1127	THE CHOPDA PEOPLES URBAN CO-OPERATIVE BANK LTD.	23,156	1	0.004%	1	100%
2022-2023	1128	THE CITIZEN CO-OPERATIVE BANK LIMITED	10,785	4	0.037%	4	100%
2022-2023	1129	THE CITIZEN COOPERATIVE BANK LTD. JAMMU	30,338	12	0.040%	0	0.000%
2022-2023	1130	THE CITIZENS URBAN CO-OPERATIVE BANK LTD., JALANDHAR	14,393	4	0.028%	4	100%
2022-2023	1131	THE COIMBATORE DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	2,86,680	7	0.002%	6	85.714%
2022-2023	1132	THE COMMERCIAL CO-OP. BANK LTD, KOLHAPUR	55,849	9	0.016%	1	11.111%
2022-2023	1133	THE CO-OPERATIVE BANK OF RAJKOT LTD.	1,92,462	13	0.007%	0	0.000%
2022-2023	1134	THE COOPERATIVE CITY BANK LTD.	22,183	9	0.041%	8	88.889%
2022-2023	1135	THE CO-OPERATIVE URBAN BANK LIMITED, KOTTARAKARA	11,697	2	0.017%	1	50.000%
2022-2023	1136	THE COSMOS CO-OPERATIVE BANK LTD.	9,68,091	492	0.051%	35	7.114%
2022-2023	1137	THE CUDDALORE DISTRICT CENTRAL COOPERATIVE BANK LTD.	5,52,927	2	0.000%	2	100%
2022-2023	1138	THE DADASAHEB RAMRAO PATIL CO-OPERATIVE BANK LTD.	10,321	1	0.010%	1	100%
2022-2023	1139	THE DECCAN MERCHANTS CO-OPERATIVE BANK LTD	30,248	12	0.040%	12	100%
2022-2023	1140	THE DECCAN URBAN CO-OPERATIVE BANK LTD., BIJAPUR	277	1	0.361%	1	100%
2022-2023	1141	THE DELHI STATE CO-OPERATIVE BANK LTD., NEW DELHI	2,60,989	22	0.008%	2	9.091%
2022-2023	1142	THE DEVGAD URBAN CO-OPERATIVE BANK LTD, DEVGAD	48,021	1	0.002%	1	100%
2022-2023	1143	THE DHARMAPURI DISTRICT CENTRAL COOPERATIVE BANK LTD.	10,29,686	8	0.001%	5	62.500%
2022-2023	1144	THE DINDIGUL DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	5,00,758	10	0.002%	10	100%
2022-2023	1145	THE DISTRICT CENTRAL CO-OPERATIVE BANK LTD., RAJNANDGAON	38,07,054	3	0.000%	3	100%
2022-2023	1146	THE DISTRICT CO-OPERATIVE BANK LTD; ELURU	39,410	83	0.211%	33	39.759%
2022-2023	1147	THE DISTRICT COOPERATIVE CENTRAL BANK LTD. KURNOOL	44,118	20	0.045%	13	65.00%
2022-2023	1148	THE DISTRICT COOPERATIVE CENTRAL BANK LTD., KAKINADA	1,85,564	3	0.002%	3	100%
2022-2023	1149	THE DISTRICT COOPERATIVE CENTRAL BANK LTD., VIZIANAGARAM	63,150	1	0.002%	1	100%
2022-2023	1150	THE EASTERN RAILWAY EMPLOYEES CO-OPERATIVE BANK LIMITED	16,155	1	0.006%	1	100%
2022-2023	1151	THE ERODE DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	2,15,658	4	0.002%	4	100%
2022-2023	1152	THE FATEHABAD CENTRAL COOPERATIVE BANK LTD.	4,686	9	0.192%	9	100%
2022-2023	1153	THE FATEHGARH SAHIB CENTRAL CO-OPERATIVE BANK LTD.	1,49,032	3	0.002%	3	100%
2022-2023	1154	THE FAZILKA CENTRAL CO-OPERATIVE BANK LTD. ABOHAR	69,586	7	0.010%	6	85.714%
2022-2023	1155	THE FEDERAL BANK LIMITED	4,06,41,502	1,022	0.003%	20	1.957%
2022-2023	1156	THE FERROZPUR CENTRAL CO-OPERATIVE BANK LTD.	2,15,481	4	0.002%	3	75.00%
2022-2023	1157	THE GADCHIROLI DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	2,36,020	24	0.010%	7	29.167%
2022-2023	1158	THE GANDHI CO-OPERATIVE URBAN BANK LTD., VIJAYAWADA	67,562	9	0.013%	1	11.111%
2022-2023	1159	THE GANDHIDHAM CO-OPERATIVE BANK LTD. ADIPUR	94,287	1	0.001%	1	100%
2022-2023	1160	THE GANDHIDHAM MERCANTILE CO-OPERATIVE BANK LTD.	15,846	3	0.019%	0	0.000%
2022-2023	1161	THE GANDHINAGAR NAGARIK CO-OPERATIVE BANK LTD.	35,473	15	0.042%	12	80.00%
2022-2023	1162	THE GENERAL INVESTMENT AND COMMERCIAL CORPORATION LIMITED	89	7	7.865%	6	85.714%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	(F)
2022-2023	1163	THE GODHRA URBAN CO-OPERATIVE BANK LTD.	1,832	1	0.055%	1	100%
2022-2023	1164	THE GOPALGANJ CENTRAL CO-OPERATIVE BANK LTD., GOPALGANJ	26,567	3	0.011%	3	100%
2022-2023	1165	THE GREATER BOMBAY CO-OPERATIVE BANK LIMITED	5,10,250	33	0.006%	17	51.515%
2022-2023	1166	THE GUJARAT INDUSTRIAL CO-OPERATIVE BANK LTD.	0	2		1	50.000%
2022-2023	1167	THE GUJARAT STATE CO-OPERATIVE BANK LTD	1,29,399	1	0.001%	1	100%
2022-2023	1168	THE GUNTUR CO-OPERATIVE URBAN BANK LTD., GUNTUR	94,287	1	0.001%	0	0.000%
2022-2023	1169	THE GURDASPUR CENTRAL CO-OPERATIVE BANK LTD. GURDASPUR	1,78,792	9	0.005%	9	100%
2022-2023	1170	THE HARYANA STATE CO-OPERATIVE APEX BANK	17,969	4	0.022%	2	50.000%
2022-2023	1171	THE HASSAN DISTRICT CO-OPERATIVE CENTRAL BANK LTD.	3,94,685	13	0.003%	1	7.692%
2022-2023	1172	THE HASTI CO-OPERATIVE BANK LIMITED	1,47,383	34	0.023%	4	11.765%
2022-2023	1173	THE HIMACHAL PRADESH STATE CO-OPERATIVE BANK LIMITED	4,16,856	87	0.021%	2	2.299%
2022-2023	1174	THE HIMATNAGAR NAGRIK SAHAKARI BANK LTD.	9,061	3	0.033%	3	100%
2022-2023	1175	THE HINDU CO-OPERATIVE BANK LIMITED, PATHANKOT	4,290	2	0.047%	0	0.000%
2022-2023	1176	THE HINDUSTHAN CO-OPERATIVE BANK LTD., BOMBAY	1,36,343	10	0.007%	10	100%
2022-2023	1177	THE HONGKONG AND SHANGHAI BANKING CORPORATION LTD	1,29,22,144	1,951	0.015%	66	3.383%
2022-2023	1178	THE HOOGHLY CO-OP CREDIT BANK LIMITED	19,955	2	0.010%	1	50.000%
2022-2023	1179	THE HOSHIARPUR CENTRAL COOPERATIVE BANK LTD. HOSHIARPUR	2,52,228	4	0.002%	4	100%
2022-2023	1180	THE HOTEL INDUSTRIALISTS CO-OPERATIVE BANK LIMITED	22,697	29	0.128%	11	37.931%
2022-2023	1181	THE HUBLI URBAN CO-OPERATIVE BANK LTD	32,228	9	0.028%	2	22.222%
2022-2023	1182	THE ICHALKARANJI MERCHANTS CO-OP BANK LIMITED, ICHALKARANJI	35,033	5	0.014%	2	40.00%
2022-2023	1183	THE JAIN SAHAKARI BANK LTD.	19,602	1	0.005%	1	100%
2022-2023	1184	THE JALGAON DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	23,37,222	1	0.000%	1	100%
2022-2023	1185	THE JALGAON PEOPLES COOPERATIVE BANK LTD, JALGAON	2,12,108	2	0.001%	2	100%
2022-2023	1186	THE JALNA PEOPLES' CO-OPERATIVE BANK LTD., JALNA	18,339	2	0.011%	2	100%
2022-2023	1187	THE JALORE NAGRIK SAHAKARI BANK LTD.	24,239	2	0.008%	1	50.000%
2022-2023	1188	THE JAMMU AND KASHMIR BANK LIMITED	3,05,84,802	739	0.002%	30	4.060%
2022-2023	1189	THE JANATHA CO-OPERATIVE BANK LTD., BANGALORE	98,104	22	0.022%	6	27.273%
2022-2023	1190	THE JAWHAR URBAN CO-OP BANK LTD.	44,290	7	0.016%	6	85.714%
2022-2023	1191	THE JHALOD URBAN CO-OPERATIVE BANK LTD.	18,628	5	0.027%	2	40.00%
2022-2023	1192	THE JIND CENTRAL CO-OPERATIVE BANK LTD.	12,694	6	0.047%	5	83.333%
2022-2023	1193	THE JULLUNDUR CENTRAL CO-OPERATIVE BANK LTD.	2,91,929	15	0.005%	5	33.333%
2022-2023	1194	THE JUNAGADH COMERCIAL CO-OPERATIVE BANK LTD	50,059	12	0.024%	6	50.000%
2022-2023	1195	THE KACHCHH DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	68,879	1	0.001%	1	100%
2022-2023	1196	THE KAIRA DISTRICT CENTRAL CO-OPERATIVE BANK LTD., NADIAD	1,70,844	2	0.001%	0	0.000%
2022-2023	1197	THE KAKINADA CO-OPERATIVE TOWN BANK LIMITED	1,25,510	5	0.004%	3	60.00%
2022-2023	1198	THE KALNA TOWN CREDIT CO-OPERATIVE BANK LTD., KALNA	40,933	1	0.002%	1	100%
2022-2023	1199	THE KALOL NAGARIK SAHAKARI BANK LTD., KALOL	27,052	2	0.007%	2	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	1200	THE KALUPUR COMMERCIAL CO-OP BANK LTD	12,19,951	70	0.006%	39	55.714%
2022-2023	1201	THE KALYAN JANATA SAHAKARI BANK LTD.	3,77,638	54	0.014%	18	33.333%
2022-2023	1202	THE KANARA DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	2,03,105	12	0.006%	1	8.333%
2022-2023	1203	THE KANCHEEPURAM DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	5,33,586	61	0.011%	61	100%
2022-2023	1204	THE KANGRA CO-OPERATIVE BANK LTD. PAHARGANJ	32,291	20	0.062%	3	15.000%
2022-2023	1205	THE KAPURTHALA CENTRAL COOPERATIVE BANK LTD. KAPURTHALA	48,292	5	0.010%	3	60.00%
2022-2023	1206	THE KARAD URBAN CO-OPERATIVE BANK LTD.	4,68,504	41	0.009%	25	60.976%
2022-2023	1207	THE KARNATAKA BANK LIMITED	71,15,746	942	0.013%	83	8.811%
2022-2023	1208	THE KARNATAKA CENTRAL CO-OPERATIVE BANK LTD; DHARWAD	2,66,431	2	0.001%	1	50.000%
2022-2023	1209	THE KARNATAKA STATE CO-OPERATIVE APEX BANK LTD.	2,35,552	81	0.034%	34	41.975%
2022-2023	1210	THE KARNAVATI CO-OPERATIVE BANK LTD., AHMEDABAD	36,257	2	0.006%	2	100%
2022-2023	1211	THE KARUR VYSYA BANK	4,86,28,949	5,947	0.012%	271	4.557%
2022-2023	1212	THE KASARAGOD CO-OPERATIVE TOWN BANK LTD.	91,480	12	0.013%	12	100%
2022-2023	1213	THE KASARAGOD DISTRICT CO-OPERATIVE BANK LTD., KASARAGOD	15,827	4	0.025%	4	100%
2022-2023	1214	THE KASHIPUR URBAN CO-OPERATIVE BANK LTD. KASHIPUR	34,505	4	0.012%	3	75.00%
2022-2023	1215	THE KENDRAPARA URBAN CO-OPERATIVE BANK LTD.	6,312	2	0.032%	2	100%
2022-2023	1216	THE KERALA STATE CO-OPERATIVE BANK LIMITED	7,15,006	15	0.002%	8	53.333%
2022-2023	1217	THE KHAMBHAT NAGRIK SAHAKARI BANK LTD. KHAMBHAT	5,319	1	0.019%	1	100%
2022-2023	1218	THE KHAMGAON URBAN CO-OPERATIVE BANK LTD.	1,86,026	4	0.002%	2	50.000%
2022-2023	1219	THE KHATRI CO-OPERATIVE URBAN BANK LTD.	30,679	2	0.007%	0	0.000%
2022-2023	1220	THE KODINAR TALUKA CO-OPERATIVE BANKING UNION LTD.	1,46,876	1	0.001%	1	100%
2022-2023	1221	THE KODUNGALLUR TOWN CO-OPERATIVE BANK LTD	1,04,559	4	0.004%	2	50.000%
2022-2023	1222	THE KOLHAPUR DISTRICT CENTRAL CO-OP BANK LTD, KOLHAPUR	1,62,341	5	0.003%	3	60.00%
2022-2023	1223	THE KOLHAPUR URBAN CO-OP BANK LTD, KOLHAPUR	2,80,344	32	0.011%	12	37.500%
2022-2023	1224	THE KOLHAPUR URBAN CO-OP BANK LTD.	12	5	41.667%	5	100%
2022-2023	1225	THE KOLLAM DISTRICT CO-OPERATIVE BANK LTD., KOLLAM	56,374	19	0.034%	19	100%
2022-2023	1226	THE KRANTHI CO-OPERATIVE URBAN BANK LTD	6,141	2	0.033%	2	100%
2022-2023	1227	THE KRISHNA DISTRICT COOPERATIVE CENTRAL BANK LTD. MANCHILIPATNAM	1,77,650	7	0.004%	7	100%
2022-2023	1228	THE KUKARWADA NAGRIK SAHAKARI BANK LTD.	49,394	1	0.002%	0	0.000%
2022-2023	1229	THE KUMBakonam CENTRAL CO-OPERATIVE BANK LTD.	7,48,768	1	0.000%	0	0.000%
2022-2023	1230	THE KURLA NAGRIK SAHAKARI BANK LTD.	2,22,784	11	0.005%	10	90.909%
2022-2023	1231	THE KURMANCHAL NAGAR SAHKARI BANK LTD	87,343	20	0.023%	11	55.000%
2022-2023	1232	THE LAKSHMI VILAS BANK LTD.	25,30,050	120	0.005%	52	43.333%
2022-2023	1233	THE LATUR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	96,253	5	0.005%	3	60.00%
2022-2023	1234	THE LATUR URBAN CO-OP BANK LTD.	84,166	24	0.029%	17	70.833%
2022-2023	1235	THE LAXMI CO-OPERATIVE BANK	55,413	1	0.002%	0	0.000%
2022-2023	1236	THE LAXMI CO-OPERATIVE BANK LTD., SOLAPUR	55,413	21	0.038%	3	14.286%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	
2022-2023	1237	THE LUDHIANA CENTRAL CO-OPERATIVE BANK LTD. LUDHIANA	3,40,847	6	0.002%	5	83.333%
2022-2023	1238	THE MADGAUM URBAN CO-OPERATIVE BANK LTD	6	3	50.000%	2	66.667%
2022-2023	1239	THE MADURAI DISTRICT CENTRAL CO-OPERATIVE BANK LTD	6,11,294	10	0.002%	10	100%
2022-2023	1240	THE MAHALAKSHMI CO-OPERATIVE BANK LTD.,UDUPI	54,430	6	0.011%	2	33.333%
2022-2023	1241	THE MAHANAGAR CO-OPERATIVE URBAN BANK LTD	0	32		23	71.875%
2022-2023	1242	THE MAHARASHTRA MANTRALAYA ALLIED OFFICES CO-OPERATIVE BANK LTD.,BOMBAY.	71,029	4	0.006%	2	50.000%
2022-2023	1243	THE MAHARASHTRA STATE CO-OPERATIVE BANK LIMITED	53,019	8	0.015%	5	62.500%
2022-2023	1244	THE MAHILA VIKAS CO-OPERATIVE BANK LTD., AHMEDABAD	20	3	15.000%	2	66.667%
2022-2023	1245	THE MALAD SAHAKARI BANK LIMITED	56,571	16	0.028%	3	18.750%
2022-2023	1246	THE MALAPPURAM DISTRICT CO-OPERATIVE BANK LIMITED	3,03,085	6	0.002%	4	66.667%
2022-2023	1247	THE MALKAPUR URBAN CO-OPERATIVE BANK LTD.	28,211	4	0.014%	4	100%
2022-2023	1248	THE MANGALORE CATHOLIC CO-OPERATIVE BANK LIMITED	22,946	17	0.074%	9	52.941%
2022-2023	1249	THE MANJERI COOPERATIVE URBAN BANK LTD.,KERALA STATE	47,129	1	0.002%	1	100%
2022-2023	1250	THE MANSA CENTRAL COOPERATIVE BANK LTD.	1,06,584	1	0.001%	1	100%
2022-2023	1251	THE MAPUSA URBAN CO-OPERATIVE BANK OF GOA LIMITED	8,254	5	0.061%	5	100%
2022-2023	1252	THE MEENACHIL EAST URBAN CO-OPERATIVE BANK LTD	25,646	1	0.004%	0	0.000%
2022-2023	1253	THE MEGHALAYA CO-OPERATIVE APEX BANK LTD.	1,21,877	1	0.001%	1	100%
2022-2023	1254	THE MEHSANA URBAN CO-OP BANK LTD.	2,22,915	21	0.009%	5	23.810%
2022-2023	1255	THE MOGA DISTRICT CENTRAL COOPERATIVE BANK LTD., MOGA	1,76,238	2	0.001%	1	50.000%
2022-2023	1256	THE MUKTSAR CENTRAL COOPERATIVE BANK LTD, MUKTSAR	3,09,421	21	0.007%	11	52.381%
2022-2023	1257	THE MUMBAI MAHANAGAR PALIKA SHIKSHAN VIBHAG SAHAKARI BANK LIMITED	132	1	0.758%	1	100%
2022-2023	1258	THE MUNICIPAL CO-OPERATIVE BANK LTD.	3,89,178	43	0.011%	16	37.209%
2022-2023	1259	THE MUSLIM CO-OPERATIVE BANK LTD. PUNE	74,716	5	0.007%	4	80.00%
2022-2023	1260	THE MUVATTUPUZHA URBAN CO-OPERATIVE BANK LTD.,MUVATTUPUZHA	56,839	3	0.005%	2	66.667%
2022-2023	1261	THE MYSORE SILK CLOTH MERCHANTS CO-OP BANK LTD	7,333	2	0.027%	0	0.000%
2022-2023	1262	THE NAGALAND STATE CO-OPERATIVE BANK LIMITED	27,344	3	0.011%	2	66.667%
2022-2023	1263	THE NAGRIK SAHAKARI BANK LTD.,KOTA	82,344	3	0.004%	3	100%
2022-2023	1264	THE NAINITAL BANK	7,23,717	240	0.033%	90	37.500%
2022-2023	1265	THE NALGONDA DISTRICT COOPERATIVE CENTRAL BANK LTD., NALGONDA	19,647	1	0.005%	1	100%
2022-2023	1266	THE NANDED MERCHANTS COOPERATIVE BANK LTD.	58,003	19	0.033%	2	10.526%
2022-2023	1267	THE NANDURA URBAN CO-OPERATIVE BANK LTD., NANDURA	1,16,069	6	0.005%	6	100%
2022-2023	1268	THE NASHIK MERCHANT'S CO-OPERATIVE BANK LTD.	91,159	113	0.124%	2	1.770%
2022-2023	1269	THE NASIK JILLHA MAHILA SAHAKARI BANK LIMITED	7,506	1	0.013%	1	100%
2022-2023	1270	THE NASIK ROAD DEOLALI VYAPARI SAHAKARI BANK LTD., NASIK ROAD	80,750	16	0.020%	15	93.750%
2022-2023	1271	THE NATIONAL COOPERATIVE BANK LIMITED	35,768	6	0.017%	2	33.333%
2022-2023	1272	THE NATIONAL CO-OPERATIVE BANK LIMITED	32,453	5	0.015%	3	60.00%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	1273	THE NAVAL DOCKYARD CO-OPERATIVE BANK LTD., BOMBAY	1,84,339	3	0.002%	0	0.000%
2022-2023	1274	THE NAVJEEVAN CO-OPERATIVE BANK LIMITED	17,494	5	0.029%	3	60.00%
2022-2023	1275	THE NAWANSHAHR CENTRAL COOPERATIVE BANK LTD., NAWANSHAHR	2,29,263	8	0.003%	7	87.500%
2022-2023	1276	THE NEHRUNAGAR CO-OPERATIVE BANK LIMITED, BANGALORE	3,687	4	0.108%	4	100%
2022-2023	1277	THE NEW URBAN CO-OPERATIVE BANK LTD., RAMPUR	61,308	11	0.018%	4	36.364%
2022-2023	1278	THE NILAMBUR CO-OPERATIVE URBAN BANK LTD., NILAMBUR	71,511	1	0.001%	0	0.000%
2022-2023	1279	THE NILGRIS DISTRICT CENTRAL CO-OPERATIVE BANK LTD., UDHAGAMANDALAM	2,19,607	2	0.001%	1	50.000%
2022-2023	1280	THE ODISHA STATE CO-OPERATIVE BANK LIMITED	34,601	21	0.061%	9	42.857%
2022-2023	1281	THE OTTAPALAM CO-OPERATIVE URBAN BANK LTD.,	66,776	3	0.004%	3	100%
2022-2023	1282	THE PACHORA PEOPLES CO-OPERATIVE BANK LTD., PACHORA	22,151	18	0.081%	2	11.111%
2022-2023	1283	THE PANCHKULA CENTRAL CO-OPERATIVE BANK LTD.	1,181	2	0.169%	1	50.000%
2022-2023	1284	THE PANDHARPUR URBAN CO-OPERATIVE BANK LIMITED, PANDHARPUR	4,05,241	4	0.001%	2	50.000%
2022-2023	1285	THE PARWANOO URBAN CO-OPERATIVE BANK LTD.	13,908	1	0.007%	1	100%
2022-2023	1286	THE PATIALA CENTRAL CO-OPERATIVE BANK LTD., PATIALA	4,55,031	13	0.003%	5	38.462%
2022-2023	1287	THE PAVANA SAHAKARI BANK LIMITED	35,404	6	0.017%	3	50.000%
2022-2023	1288	THE PAYYANUR CO-OPERATIVE TOWN BANK LIMITED	35,700	1	0.003%	1	100%
2022-2023	1289	THE PIMPALGAON MERCHANTS CO-OPERATIVE BANK LIMITED PIMPALGAON	31,464	2	0.006%	2	100%
2022-2023	1290	THE PIONEER URBAN CO-OPERATIVE BANK LTD., BELGAUM	62,247	2	0.003%	2	100%
2022-2023	1291	THE PRATHAMIK SHIKSHAK SAHAKARI BANK LTD.	1,05,820	2	0.002%	1	50.000%
2022-2023	1292	THE PUDUKOTTAI DISTRICT CENTRAL CO-OPERATIVE BANK LTD	40,377	5	0.012%	5	100%
2022-2023	1293	THE PUNJAB STATE CO-OPERATIVE BANK LTD; CHANDIGARH	27,117	6	0.022%	4	66.667%
2022-2023	1294	THE PURNEA DISTRICT CENTRAL CO-OPERATIVE BANK LIMITED PURNEA	0	1		1	100%
2022-2023	1295	THE PUSAD URBAN CO-OPERATIVE BANK LIMITED, PUSAD	1,42,611	13	0.009%	4	30.769%
2022-2023	1296	THE RADDI SAHAKARA BANK NIYAMITHA, DHARWAD	1,07,723	5	0.005%	5	100%
2022-2023	1297	THE RAICHUR DISTRICT CENTRAL CO-OPERATIVE BANK LTD., RAICHUR	1,33,771	3	0.002%	2	66.667%
2022-2023	1298	THE RAIGANJ CENTRAL CO-OPERATIVE BANK LTD.	90,963	3	0.003%	2	66.667%
2022-2023	1299	THE RAJAPUR URBAN CO-OPERATIVE BANK LIMITED, RAJAPUR	2,01,682	10	0.005%	4	40.00%
2022-2023	1300	THE RAJSAMAND URBAN CO-OPERATIVE BANK LIMITED	2,864	3	0.105%	3	100%
2022-2023	1301	THE ROPAR CENTRAL CO-OP BANK LTD. ROPAR	2,42,023	5	0.002%	3	60.00%
2022-2023	1302	THE SABARKANTHA DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	10,14,753	2	0.000%	0	0.000%
2022-2023	1303	THE SALEM DISTRICT CENTRAL CO-OPERATIVE BANK LTD	4,86,209	25	0.005%	24	96.00%
2022-2023	1304	THE SANGAMNER MERCHANTS CO-OP BANK LTD.	24,027	1	0.004%	1	100%
2022-2023	1305	THE SANGRUR CENTRAL CO-OPERATIVE BANK LTD.	7,98,960	1	0.000%	1	100%



### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	1306	THE SARANGPUR CO-OPERATIVE BANK LTD. AHMEDABAD	2,886	3	0.104%	2	66.667%
2022-2023	1307	THE SARVODAYA SAHAKARI BANK LTD, SURAT	68,064	4	0.006%	4	100%
2022-2023	1308	THE SAS NAGAR CENTRAL COOPERATIVE BANK LTD.	52,794	9	0.017%	4	44.444%
2022-2023	1309	THE SATARA SAHAKARI BANK LTD.	32	9	28.125%	6	66.667%
2022-2023	1310	THE SHAHADA PEOPLE'S CO-OPERATIVE BANK LTD., SHAHADA	4,262	1	0.023%	0	0.000%
2022-2023	1311	THE SHIMLA URBAN COOPERATIVE BANK LTD., SHIMLA	4,442	1	0.023%	1	100%
2022-2023	1312	THE SHIMOGA DISTRICT CO-OPERATIVE CENTRAL BANK LTD.	48,134	9	0.019%	7	77.778%
2022-2023	1313	THE SHORANUR CO-OPERATIVE URBAN BANK LTD.	47,632	4	0.008%	1	25.000%
2022-2023	1314	THE SIRSA CENTRAL CO-OPERATIVE BANK LTD.	16,736	2	0.012%	2	100%
2022-2023	1315	THE SIRSI URBAN SAHAKARI BANK LTD.	3,42,340	11	0.003%	7	63.636%
2022-2023	1316	THE SOLAPUR DISTRICT CENTRAL CO-OP BANK LTD	3,81,744	4	0.001%	4	100%
2022-2023	1317	THE SOUTH INDIAN BANK LIMITED	1,72,54,690	423	0.002%	16	3.783%
2022-2023	1318	THE SOUTH KANARA GOVERNMENT OFFICERS CO-OPERATIVE BANK LIMITED	8,067	6	0.074%	2	33.333%
2022-2023	1319	THE SURAT DISTRICT CO-OPERATIVE BANK LTD	2,16,704	3	0.001%	2	66.667%
2022-2023	1320	THE SURAT MERCANTILE CO-OPERATIVE BANK LTD.	44,010	5	0.011%	2	40.00%
2022-2023	1321	THE SURAT PEOPLES CO-OPERATIVE BANK LTD.	1,74,915	3	0.002%	3	100%
2022-2023	1322	THE SUTEX COOPERATIVE BANK LTD. SURAT	1,84,732	8	0.004%	0	0.000%
2022-2023	1323	THE TAMILNADU STATE APEX COOPERATIVE BANK LTD.	4,90,761	54	0.011%	27	50.000%
2022-2023	1324	THE TAMLUK GHATAL CENTRAL CO-OPERATIVE BANK LTD	2,20,656	2	0.001%	2	100%
2022-2023	1325	THE TAPINDU URBAN CO-OPERATIVE BANK LTD	621	2	0.322%	2	100%
2022-2023	1326	THE TARN TARAN CENTRAL COOPERATIVE BANK LTD.	95,264	7	0.007%	7	100%
2022-2023	1327	THE TASGAON URBAN CO-OPERATIVE BANK LTD., TASGAON	37,443	1	0.003%	1	100%
2022-2023	1328	THE TELANGANA STATE CO-OPERATIVE APEX BANK LIMITED	30,239	24	0.079%	0	0.000%
2022-2023	1329	THE TEXCO CO-OPERATIVE BANK LIMITED, SURAT	0	2		2	100%
2022-2023	1330	THE THANJAVUR CENTRAL CO-OPERATIVE BANK LTD.	3,07,361	1	0.000%	1	100%
2022-2023	1331	THE THIRUVANANTHAPURAM DISTRICT COOPERATIVE BANK LTD.	1,89,561	3	0.002%	3	100%
2022-2023	1332	THE THOOTHUKUDI DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	3,39,439	1	0.000%	1	100%
2022-2023	1333	THE THOUDUPUZHA URBAN CO-OPERATIVE BANK LTD	10,543	2	0.019%	2	100%
2022-2023	1334	THE TIRUCHIRAPALLI DISTRICT CENTRAL CO-OPERATIVE BANK LTD. TIRUCHIRAPALLI	10,61,321	1	0.000%	0	0.000%
2022-2023	1335	THE TIRUVANNAMALAI DISTRICT CENTRAL CO-OP BANK LTD	5,80,158	1	0.000%	1	100%
2022-2023	1336	THE TOWN CO-OPERATIVE BANK LTD., HOSKOTE	14,898	4	0.027%	4	100%
2022-2023	1337	THE TRICHUR URBAN CO OPERATIVE BANK LIMITED	58,923	1	0.002%	1	100%
2022-2023	1338	THE UDAIPUR MAHILA URBAN CO-OP. BANK LTD.	6,339	2	0.032%	2	100%
2022-2023	1339	THE UDAIPUR URBAN CO-OPERATIVE BANK LTD.	60,908	5	0.008%	3	60.00%
2022-2023	1340	THE UDIPI CO-OPERATIVE TOWN BANK LTD.	3,44,634	34	0.010%	15	44.118%
2022-2023	1341	THE UNION CO-OPERATIVE BANK LTD. NARODA	69,071	2	0.003%	0	0.000%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	(F)
2022-2023	1342	THE UNITED CO-OPERATIVE BANK LTD. AHMEDABAD	2,195	1	0.046%	1	100%
2022-2023	1343	THE URBAN CO OPERATIVE BANK LIMITED, DHARNGAON	23,295	1	0.004%	1	100%
2022-2023	1344	THE URBAN CO-OPERATIVE BANK LIMITED	19,450	21	0.108%	8	38.095%
2022-2023	1345	THE URBAN CO-OPERATIVE BANK LTD, LAKHIMPURI - KHERI (UP)	103	2	1.942%	2	100%
2022-2023	1346	THE URBAN CO-OPERATIVE BANK LTD, PERINTHALMANNA	75,272	12	0.016%	7	58.333%
2022-2023	1347	THE URBAN CO-OPERATIVE BANK LTD., PALI	17,303	1	0.006%	1	100%
2022-2023	1348	THE URBAN CO-OPERATIVE BANK LTD; BASTI ( UTTAR PRADESH )	15,568	1	0.006%	1	100%
2022-2023	1349	THE UTTARSANDA PEOPLES CO-OPERATIVE BANK LTD.	8,562	1	0.012%	0	0.000%
2022-2023	1350	THE VAIDYANATH CO-OPERATIVE URBAN BANK LTD.	25,933	10	0.039%	4	40.00%
2022-2023	1351	THE VAJJAPUR MERCHANT'S CO-OPERATIVE BANK LTD.	56,345	4	0.007%	1	25.000%
2022-2023	1352	THE VAISH COOPERATIVE ADARSH BANK LTD	44,250	8	0.018%	2	25.000%
2022-2023	1353	THE VALLABH VIDYANAGAR COMMERCIAL CO-OP BANK LTD	31,741	9	0.028%	2	22.222%
2022-2023	1354	THE VARACHHA CO-OP. BANK LTD.	3,94,102	21	0.005%	6	28.571%
2022-2023	1355	THE VELLORE DISTRICT CENTRAL CO-OP BANK LTD	4,86,084	10	0.002%	10	100%
2022-2023	1356	THE VEPAR UDHYOG VIKAS SAHKARI BANK LTD.	9,513	6	0.063%	6	100%
2022-2023	1357	THE VIKRAMADITYA NAGARIK SAHAKARI BANK MARYADIT UJJAIN	5,505	3	0.054%	3	100%
2022-2023	1358	THE VIRUDHUNAGAR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	4,95,074	1	0.000%	0	0.000%
2022-2023	1359	THE VISAKHAPATNAM COOPERATIVE BANK LTD.	1,98,166	12	0.006%	11	91.667%
2022-2023	1360	THE VISHWESHWAR SAHAKARI BANK LIMITED	1,10,154	12	0.011%	0	0.000%
2022-2023	1361	THE WAI URBAN CO-OPERATIVE BANK LTD., WAI	2,07,280	52	0.025%	3	5.769%
2022-2023	1362	THE WARANGAL DISTRICT COOPERATIVE CENTRAL BANK LTD., HANAMKONDA	68,657	17	0.025%	8	47.059%
2022-2023	1363	THE WASHIM URBAN CO-OPERATIVE BANK LTD. WASHIM	54,271	4	0.007%	4	100%
2022-2023	1364	THE WAYANAD DISTRICT CENTRAL CO-OPERATIVE BANK LTD; WAYANAD	0	22		18	81.818%
2022-2023	1365	THE WEST BENGAL STATE CO-OPERATIVE BANK LTD.	2,30,100	6	0.003%	2	33.333%
2022-2023	1366	THE YAMUNANAGAR CENTRAL CO-OPERATIVE BANK LTD.	1,244	3	0.241%	2	66.667%
2022-2023	1367	THE YASHWANT CO-OP BANK LTD; PHALTAN	36,494	5	0.014%	0	0.000%
2022-2023	1368	THE YAVATMAL DISTRICT CENTRAL CO-OPERATIVE BANK LTD., YAVATMAL	1,33,148	4	0.003%	3	75.00%
2022-2023	1369	THE YAVATMAL URBAN CO-OP. BANK LTD., YAVATMAL	2,13,461	32	0.015%	30	93.750%
2022-2023	1370	THE ZORASTRIAN CO-OPERATIVE BANK LIMITED	15,604	8	0.051%	6	75.00%
2022-2023	1371	THREE65 FINANCIAL SERVICES PRIVATE LIMITED	7,618	3	0.039%	2	66.667%
2022-2023	1372	THRISSUR DISTRICT CO-OPERATIVE BANK LTD	5,32,523	2	0.000%	1	50.000%
2022-2023	1373	TIRUNELVELI DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	5,81,865	1	0.000%	1	100%
2022-2023	1374	TIRUPATI URBAN CO-OP BANK	25,021	4	0.016%	3	75.00%
2022-2023	1375	TJSB SAHAKARI BANK LIMITED	7,00,424	36	0.005%	4	11.111%
2022-2023	1376	TMF BUSINESS SERVICES LIMITED (FORMERLY TATA MOTORS FINANCE LIMITED)	1,12,70,599	11	0.000%	9	81.818%
2022-2023	1377	TODI INVESTORS (INDIA) PRIVATE LIMITED	1,917	3	0.156%	3	100%
2022-2023	1378	TOURISM FINANCE CORPORATION OF INDIA LTD	1,133	1	0.088%	0	0.000%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2022-2023	1379	TOYOTA FINANCIAL SERVICES INDIA LIMITED	18,85,393	156	0.008%	78	50.000%
2022-2023	1380	TRANSACTREE TECHNOLOGIES PRIVATE LIMITED	0	724		171	23.619%
2022-2023	1381	TRANSPORT CO-OPERATIVE BANK LTD	4,277	1	0.023%	1	100%
2022-2023	1382	TRANSWARRANTY FINANCE LIMITED	8,903	6	0.067%	6	100%
2022-2023	1383	TRIDENT MICROFIN PRIVATE LIMITED	3,352	30	0.895%	23	76.667%
2022-2023	1384	TRILLIONLOANS FINTECH PRIVATE LIMITED	3,62,719	71	0.020%	4	5.634%
2022-2023	1385	TRIPOLI MANAGEMENT PRIVATE LIMITED	7,192	6	0.083%	5	83.333%
2022-2023	1386	TRIPURA GRAMIN BANK	10,05,763	72	0.007%	23	31.944%
2022-2023	1387	TRUE CREDITS PRIVATE LIMITED	66,17,234	2,292	0.035%	60	2.618%
2022-2023	1388	TUSHAR LEASING AND INVESTMENT PRIVATE LIMITED	30	222	740.000%	60	27.027%
2022-2023	1389	TVS CREDIT SERVICES LIMITED	6,83,61,420	1,279	0.002%	38	2.971%
2022-2023	1390	UCO BANK	3,81,65,493	3,805	0.010%	138	3.627%
2022-2023	1391	UDYAM VIKAS SAHAKARI BANK LTD.	27,940	3	0.011%	3	100%
2022-2023	1392	UGRO CAPITAL LIMITED	6,95,134	71	0.010%	23	32.394%
2022-2023	1393	UJJAIN NAGRIK SAHAKARI BANK MARYADIT,UJJAIN	2,451	1	0.041%	1	100%
2022-2023	1394	UJJIVAN FINANCIAL SERVICES PRIVATE LIMITED	1	1	100%	1	100%
2022-2023	1395	UJJIVAN SMALL FINANCE BANK LIMITED	82,38,123	167	0.002%	13	7.784%
2022-2023	1396	UMIYA URBAN CO-OPERATIVE BANK MARYADIT, NAGPUR	6,439	1	0.016%	1	100%
2022-2023	1397	UMMEED HOUSING FINANCE PRIVATE LIMITED	3,71,635	5	0.001%	3	60.00%
2022-2023	1398	UNI P2P PLATFORM PRIVATE LIMITED	18,012	1	0.006%	0	0.000%
2022-2023	1399	UNIFINZ CAPITAL INDIA LIMITED	28,596	14	0.049%	10	71.429%
2022-2023	1400	UNIMONI FINANCIAL SERVICES LIMITED	3,69,398	33	0.009%	4	12.121%
2022-2023	1401	UNION BANK OF INDIA	14,61,62,440	7,823	0.005%	848	10.840%
2022-2023	1402	UNITY SMALL FINANCE BANK LIMITED	60,006	3	0.005%	2	66.667%
2022-2023	1403	UNIVERSAL CO-OPERATIVE URBAN BANK LIMITED	24,142	3	0.012%	3	100%
2022-2023	1404	UNIVERSAL FINGROWTH PRIVATE LIMITED	15,107	1	0.007%	1	100%
2022-2023	1405	UNNATTI FINSERV PRIVATE LIMITED	3,73,805	3	0.001%	3	100%
2022-2023	1406	UP MONEY LIMITED	15,78,847	49	0.003%	30	61.224%
2022-2023	1407	UPHAR FINVEST LIMITED	73,887	11	0.015%	10	90.909%
2022-2023	1408	UPMOVE CAPITAL PRIVATE LIMITED	21,68,931	532	0.025%	79	14.850%
2022-2023	1409	UPWARDS CAPITAL PRIVATE LIMITED	32,912	39	0.118%	20	51.282%
2022-2023	1410	URBAN CO-OPERATIVE BANK LTD.	28,977	3	0.010%	1	33.333%
2022-2023	1411	URBAN CO-OPERATIVE BANK LTD; DEHRADUN	656	4	0.610%	4	100%
2022-2023	1412	URBAN LIVING FINANCE PRIVATE LIMITED	39,802	2	0.005%	1	50.000%
2022-2023	1413	USB FINANCIAL CORPORATION LIMITED	0	1		0	0.000%
2022-2023	1414	USHA FINANCIAL SERVICES PRIVATE LIMITED	15,721	15	0.095%	12	80.00%
2022-2023	1415	USHAFINLEASE INDIA PRIVATE LIMITED	301	2	0.664%	1	50.000%
2022-2023	1416	UTI MUTUAL FUNDS	0	1		0	0.000%
2022-2023	1417	UTKAL GRAMIN BANK	54,71,788	86	0.002%	56	65.116%
2022-2023	1418	UTKARSH SMALL FINANCE BANK LIMITED	5,59,477	52	0.009%	36	69.231%
2022-2023	1419	UTTAR BIHAR GRAMIN BANK	57,28,204	183	0.003%	6	3.279%
2022-2023	1420	UTTAR PRADESH CO-OPERATIVE BANK LIMITED	32,428	5	0.015%	5	100%
2022-2023	1421	UTTARAKHAND GRAMIN BANK	13,65,659	126	0.009%	6	4.762%
2022-2023	1422	UTTARAKHAND STATE CO-OPERATIVE BANK LTD	91,207	11	0.012%	10	90.909%
2022-2023	1423	UTTARBANGA KSHETRIYA GRAMIN BANK	14,73,521	50	0.003%	5	10.00%
2022-2023	1424	UTTARKASHI ZILA SAHAKARI BANK LTD., UTTARKASHI	98,581	3	0.003%	3	100%
2022-2023	1425	V.N FINANCE PRIVATE LIMITED	3,109	1	0.032%	1	100%
2022-2023	1426	VAGMI CAPITAL SERVICES PVT LTD	2,056	1	0.049%	1	100%
2022-2023	1427	VAIBHAV VYAPAAR PRIVATE LIMITED	16,87,426	337	0.020%	6	1.780%
2022-2023	1428	VAIJANATH APPA SARAF MARATHWADA NAGARI SAHAKARI BANK LTD.	25,953	2	0.008%	2	100%
2022-2023	1429	VAISHYA NAGARI SAHAKARI BANK LIMITED	11,095	6	0.054%	5	83.333%
2022-2023	1430	VAISHYA SAHAKARI BANK LTD.	41,487	2	0.005%	0	0.000%
2022-2023	1431	VALMIKI URBAN COOP. BANK LTD., PATHARI	60,270	16	0.027%	10	62.500%
2022-2023	1432	VARTHANA FINANCE PRIVATE LIMITED	4,19,237	30	0.007%	11	36.667%
2022-2023	1433	VASAI JANATA SAHAKARI BANK LIMITED	47,012	3	0.006%	3	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	
2022-2023	1434	VASAI VIKAS SAHAKARI BANK LTD.	1,02,616	27	0.026%	1	3.704%
2022-2023	1435	VASANTDADA SHETKARI SAHAKARI BANK LTD., SANGLI	971	2	0.206%	2	100%
2022-2023	1436	VASTU FINSERVE INDIA PRIVATE LIMITED	4,67,785	2	0.000%	1	50.000%
2022-2023	1437	VASTU HOUSING FINANCE CORPORATION LIMITED	13,54,293	15	0.001%	7	46.667%
2022-2023	1438	VEDIKA CREDIT CAPITAL LIMITED	2,68,993	28	0.010%	7	25.000%
2022-2023	1439	VEDIKA FINCORP PRIVATE LIMITED	4,19,002	38	0.009%	11	28.947%
2022-2023	1440	VEERASHAIVA SAHKARI BANK LTD., BANGALORE	13,900	2	0.014%	0	0.000%
2022-2023	1441	VENKATESH COMMERCIAL FINANCE PRIVATE LIMITED	9,943	1	0.010%	1	100%
2022-2023	1442	VERITAS FINANCE PRIVATE LIMITED	24,38,321	36	0.001%	24	66.667%
2022-2023	1443	VIDHARBHA KONKAN GRAMIN BANK	47,60,137	87	0.002%	0	0.000%
2022-2023	1444	VIDYA SAHAKARI BANK LTD.	53,283	14	0.026%	4	28.571%
2022-2023	1445	VIDYASAGAR CENTRAL CO-OPERATIVE BANK LTD. MIDNAPORE	2,82,476	3	0.001%	2	66.667%
2022-2023	1446	VIG K FINANCE PRIVATE LIMITED	2,160	2	0.093%	0	0.000%
2022-2023	1447	VIJAY COMMERCIAL CO-OPERATIVE BANK LTD.	38,358	5	0.013%	0	0.000%
2022-2023	1448	VIJAY HEMANT FINANCE AND ESTATES LIMITED	3,837	3	0.078%	3	100%
2022-2023	1449	VIJAYA BANK	62	367	591.935%	10	2.725%
2022-2023	1450	VIKAS SAHAKARI BANK LTD.	50,608	1	0.002%	1	100%
2022-2023	1451	VINAYAKA CAPSEC PVT LTD	9,239	2	0.022%	2	100%
2022-2023	1452	VISAGAR FINANCIAL SERVICES LIMITED	24	1	4.167%	1	100%
2022-2023	1453	VISHAWAS FINVEST PRIVATE LIMITED	18,219	1	0.005%	1	100%
2022-2023	1454	VISHWAKARMA SAHAKARA BANK LIMITED, MANGALORE	10,284	12	0.117%	4	33.333%
2022-2023	1455	VISHWAS CO-OP. BANK LTD.; NASHIK	79,195	16	0.020%	14	87.500%
2022-2023	1456	VISIONARY FINANCEPEER PRIVATE LIMITED	0	84		2	2.381%
2022-2023	1457	VISTAAR FINANCIAL SERVICES PRIVATE LIMITED	18,66,317	17	0.001%	4	23.529%
2022-2023	1458	VIVIFI INDIA FINANCE PRIVATE LIMITED	27,38,902	1,366	0.050%	10	0.732%
2022-2023	1459	VIVRITI CAPITAL LIMITED	23,26,471	1,765	0.076%	16	0.907%
2022-2023	1460	VOLEX FINANCE & INDUSTRIES LTD.	2	4	200.000%	4	100%
2022-2023	1461	VOLITION CREDIT & HOLDINGS PRIVATE LIMITED	31	5	16.129%	4	80.00%
2022-2023	1462	VOLKSWAGEN FINANCE PVT.LTD	13,42,230	86	0.006%	23	26.744%
2022-2023	1463	VOLVO ASSET FINANCE INDIA PRIVATE LIMITED (VOLVO FINANCIAL SERVICES (INDIA) PRIVATE LIMITED	51,052	21	0.041%	17	80.952%
2022-2023	1464	VREEDHI FINANCIAL SERVICES PRIVATE LIMITED	20,067	1	0.005%	0	0.000%
2022-2023	1465	VYAPARI SAHAKARI BANK MARYADIT, SOLAPUR	13,324	1	0.008%	1	100%
2022-2023	1466	WAMPUM FINANCE PRIVATE LIMITED	215	1	0.465%	1	100%
2022-2023	1467	WARANGAL URBAN CO OPERATIVE BANK LTD	11,588	1	0.009%	1	100%
2022-2023	1468	WARDHA ZILLA PARISHAD EMPLOYEES (URBAN) CO-OPERATIVE BANK LTD., WARDHA	7,453	1	0.013%	1	100%
2022-2023	1469	WARDHAMAN URBAN CO-OPERATIVE BANK LIMITED	4,854	2	0.041%	2	100%
2022-2023	1470	WARUD URBAN CO-OPERATIVE BANK LTD.,WARUD	757	1	0.132%	1	100%
2022-2023	1471	WEST BENGAL FINANCIAL CORPORATION	15,094	3	0.020%	3	100%
2022-2023	1472	WEST END HOUSING FINANCE LIMITED	6,402	3	0.047%	3	100%
2022-2023	1473	WESTERN CAPITAL ADVISORS PRIVATE LIMITED	64,339	201	0.312%	52	25.871%
2022-2023	1474	WESTERN INDIA TRANSPORT FINANCE COMPANY PRIVATE LIMITED	53,124	9	0.017%	5	55.556%
2022-2023	1475	WHEELSEMI PRIVATE LIMITED	15,65,761	61	0.004%	24	39.344%
2022-2023	1476	WHIZDM FINANCE PRIVATE LIMITED	11,34,834	344	0.030%	263	76.453%
2022-2023	1477	WONDER HOME FINANCE LIMITED	1,96,837	4	0.002%	4	100%
2022-2023	1478	WOOD CAPITAL FINANCE LIMITED	2,186	1	0.046%	1	100%
2022-2023	1479	WORTGAGE FINANCE PRIVATE LIMITED	83,493	10	0.012%	8	80.00%

### Complaints registered against the CIs with CICs during the year ended March 31, 2023

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2022-2023	1480	XERAPHIN FINVEST PRIVATE LIMITED	0	5		5	100%
2022-2023	1481	YERROW FINANCE AND INVESTMENTS PRIVATE LIMITED	0	4		4	100%
2022-2023	1482	YES BANK LIMITED	2,56,66,495	1,978	0.008%	242	12.235%
2022-2023	1483	YESHWANT URBAN COOPERATIVE BANK LTD., LATUR	12,374	1	0.008%	1	100%
2022-2023	1484	YOGAKSHEMAM LOANS LIMITED	12,69,172	47	0.004%	6	12.766%
2022-2023	1485	YOUTH DEVELOPMENT CO-OPERATIVE BANK LTD.; KOLHAPUR	27,106	2	0.007%	0	0.000%
2022-2023	1486	ZAVRON FINANCE PRIVATE LIMITED	0	92		66	71.739%
2022-2023	1487	ZED LEAFIN PRIVATE LIMITED	27,020	74	0.274%	40	54.054%
2022-2023	1488	ZEN FINCORP PVT LTD	198	3	1.515%	2	66.667%
2022-2023	1489	ZENITH CREDIT LIMITED	8,963	19	0.212%	17	89.474%
2022-2023	1490	ZERODHA CAPITAL PRIVATE LIMITED	0	2		2	100%
2022-2023	1491	ZILA SAHKARI BANK LIMITED, SHAHJAHANPUR	2,255	1	0.044%	1	100%
2022-2023	1492	ZILA SAHKARI BANK LIMITED, HARIDWAR	72,288	2	0.003%	2	100%
2022-2023	1493	ZILA SAHKARI BANK LTD. GHAZIABAD	14,651	2	0.014%	2	100%
2022-2023	1494	ZILA SAHKARI BANK LTD., GARHWAL (KOTDWAR)	1,57,370	6	0.004%	6	100%
2022-2023	1495	ZILA SAHKARI BANK LTD., PILIBHIT	1,748	1	0.057%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
(A)			(B)	(C)			
TOTAL			4,99,01,74,817	2,78,504		40,709	
2021-2022	1	5 PAISA P2P LIMITED	4,759	2	0.042%	1	50.00%
2021-2022	2	A.B. LEASING & FINANCE LTD.	12,96,290	3	0.00%	0	0.00%
2021-2022	3	A.G.F. FINLEASE (INDIA) LTD	4,173	7	0.168%	5	71.429%
2021-2022	4	AADHAR HOUSING FINANCE LIMITED	45,56,243	72	0.002%	1	1.389%
2021-2022	5	AARSH FINCON LIMITED	2,96,060	15	0.005%	9	60.00%
2021-2022	6	AAVAS FINANCIERS LIMITED	27,62,246	104	0.004%	0	0.00%
2021-2022	7	ABASAHEB PATIL RENDAL SAHAKARI BANK LTD , RENDAL	29,484	7	0.024%	3	42.857%
2021-2022	8	ABHYUDAYA CO-OPERATIVE BANK LIMITED	12,24,065	136	0.011%	31	22.794%
2021-2022	9	ABU DHABI COMMERCIAL BANK PJSC	15	3	20.00%	3	100%
2021-2022	10	ACE FINLEASE PVT. LTD.	8,598	4	0.047%	3	75.00%
2021-2022	11	AD - MANUM FINANCE LIMITED	1	7	700.00%	0	0.00%
2021-2022	12	ADANI CAPITAL PRIVATE LIMITED	5,76,603	12	0.002%	10	83.333%
2021-2022	13	ADANI HOUSING FINANCE PRIVATE LIMITED	17,537	3	0.017%	3	100%
2021-2022	14	ADARSH CO-OPERATIVE BANK LTD.	65,355	15	0.023%	4	26.667%
2021-2022	15	ADARSH CO-OPERATIVE URBAN BANK LTD.,JEDIMETLA	77,804	8	0.010%	0	0.00%
2021-2022	16	ADITSH FINTECH PVT LTD	1,667	1	0.060%	1	100%
2021-2022	17	ADITYA BIRLA FINANCE LIMITED	1,83,89,036	2,550	0.014%	507	19.882%
2021-2022	18	ADITYA BIRLA HOUSING FINANCE LIMITED	23,23,625	84	0.004%	62	73.810%
2021-2022	19	ADVOCATE SHAMRAOJI SHINDE SATYASHODHAK SAHAKAI BANK LTD., (KOLHAPUR)	24,807	7	0.028%	2	28.571%
2021-2022	20	AEON CREDIT SERVICE PRIVATE LIMITED	1,32,959	208	0.156%	2	0.962%
2021-2022	21	AFFIRMATIVE FINANCIAL SERVICES PRIVATE LIMITED	257	3	1.167%	1	33.333%
2021-2022	22	AGROHA CO-OPERATIVE URBAN BANK LIMITED, HYDERABAD	0	1		1	100%
2021-2022	23	AHMEDNAGAR SAHAR SAHAKARI BANK MARYADIT	84,344	8	0.009%	4	50.00%
2021-2022	24	AK CAPITAL	0	2		0	0.00%
2021-2022	25	AKARA CAPITAL ADVISORS PRIVATE LIMITED	31,10,983	1,456	0.047%	47	3.228%
2021-2022	26	AKHAND ANAND CO-OPERATIVE BANK LTD.	28,214	2	0.007%	2	100%
2021-2022	27	AKME FINTRADE INDIA LTD.	7,19,924	43	0.006%	12	27.907%
2021-2022	28	AKME STAR HOUSING FINANCE LIMITED	0	1		1	100%
2021-2022	29	AKOLA MERCHANT CO-OPERATIVE BANK LTD.	620	2	0.323%	2	100%
2021-2022	30	ALAVI CO-OPERATIVE BANK LTD.	0	1		1	100%
2021-2022	31	ALEXCY TRACON PRIVATE LIMITED	9,50,998	66	0.007%	42	63.636%
2021-2022	32	ALLAHABAD BANK	5	17	340.00%	8	47.059%
2021-2022	33	ALMORA URBAN CO-OPERATIVE BANK LTD.	2,93,754	20	0.007%	1	5.000%
2021-2022	34	ALMORA ZILA SAHAKARI BANK LIMITED	71,932	1	0.001%	1	100%
2021-2022	35	ALWAR GENERAL FINANCE CO. (P) LTD.	27,692	12	0.043%	0	0.00%
2021-2022	36	AMBAJOGAI PEOPLES CO-OPERATIVE BANK MARYADIT	41,449	3	0.007%	3	100%
2021-2022	37	AMBERNATH JAI HIND CO-OPERATIVE BANK LTD., AMBERNATH	95,450	9	0.009%	8	88.889%
2021-2022	38	AMBIT FINVEST PRIVATE LIMITED	1,73,449	37	0.021%	30	81.081%
2021-2022	39	AMERICAN EXPRESS BANKING CORP	1,74,65,981	1,363	0.008%	9	0.660%
2021-2022	40	AMRIT MALWA CAPITAL LIMITED	28,606	24	0.084%	6	25.00%
2021-2022	41	ANAND MERCANTILE CO-OPERATIVE BANK LTD.	84,153	3	0.004%	2	66.667%
2021-2022	42	ANAND PROPERTY FINANCE LTD.	145	1	0.690%	1	100%
2021-2022	43	ANAND RATHI GLOBAL FINANCE LIMITED	34,375	12	0.035%	11	91.667%
2021-2022	44	ANANYA FINANCE FOR INCLUSIVE GROWTH PRIVATE LIMITED	7,442	1	0.013%	1	100%
2021-2022	45	ANDAMAN & NICOBAR STATE CO-OPERATIVE BANK LTD	81,655	7	0.009%	7	100%
2021-2022	46	ANDHRA PRADESH GRAMEENA VIKAS BANK	1,52,00,641	91	0.001%	13	14.286%
2021-2022	47	ANDHRA PRAGATHI GRAMEENA BANK	1,47,14,086	81	0.001%	14	17.284%
2021-2022	48	ANKUR TRADE LINKS PRIVATE LIMITED	54,185	10	0.018%	4	40.000%
2021-2022	49	ANNAPURNA FINANCE PRIVATE LIMITED	3,19,455	3	0.001%	3	100%
2021-2022	50	APAC FINANCIAL SERVICES PVT LTD	1,32,287	9	0.007%	2	22.222%
2021-2022	51	APANA FINVEST PRIVATE LIMITED	1,700	1	0.059%	1	100%
2021-2022	52	APHELION FINANCE PVT. LTD.	3,44,526	155	0.045%	11	7.097%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	53	APNA SAHAKARI BANK LTD.	2,33,446	12	0.005%	11	91.667%
2021-2022	54	APOLLO FINVEST ( INDIA ) LIMITED	18,50,495	1,136	0.061%	56	4.930%
2021-2022	55	APTUS FINANCE INDIA PRIVATE LIMITED	1,22,238	1	0.001%	1	100%
2021-2022	56	APTUS VALUE HOUSING FINANCE INDIA LIMITED	9,11,526	2	0.000%	2	100%
2021-2022	57	ARIS CAPITAL PRIVATE LIMITED	17,815	11	0.062%	10	90.909%
2021-2022	58	ARMAN FINANCIAL SERVICES LIMITED	8,75,042	5	0.001%	2	40.000%
2021-2022	59	ARNOLD HOLDINGS LTD.	47,07,027	558	0.012%	4	0.717%
2021-2022	60	AROHAH FINANCIAL SERVICES LTD.	3,66,521	25	0.007%	9	36.00%
2021-2022	61	ART HOUSING FINANCE (INDIA) LIMITED.	2,01,426	1	0.000%	1	100%
2021-2022	62	ARTHAN FINANCE PRIVATE LIMITED	0	13		13	100%
2021-2022	63	ARTHIMPACT DIGITAL LOANS PRIVATE LTD	15,54,552	2,358	0.152%	1,257	53.308%
2021-2022	64	ARTHMATE FINANCING INDIA PRIVATE LIMITED	2,03,902	33	0.016%	33	100%
2021-2022	65	ARUNA FINANCE LIMITED	97,463	2	0.002%	1	50.00%
2021-2022	66	ARUNACHAL PRADESH RURAL BANK	50,588	2	0.004%	2	100%
2021-2022	67	ARVIND SAHAKARI BANK LIMITED	68,399	2	0.003%	2	100%
2021-2022	68	ARYAVART BANK	1,71,11,796	215	0.001%	10	4.651%
2021-2022	69	ASCOM LEASING & INVESTMENTS LIMITED	905	12	1.326%	9	75.00%
2021-2022	70	ASHOK LEYLAND FINANCE LTD	0	1		1	100%
2021-2022	71	ASHV FINANCE LIMITED	1,26,082	28	0.022%	23	82.143%
2021-2022	72	ASSAM GRAMIN VIKASH BANK	38,48,661	157	0.004%	25	15.924%
2021-2022	73	ASSET RECONSTRUCTION COMPANY (INDIA) LIMITED	36,866	43	0.117%	6	13.953%
2021-2022	74	ATD FINANCIAL SERVICES PVT. LTD.	5,172	35	0.677%	2	5.714%
2021-2022	75	ATUL ADANI FINANCIAL SERVICES PVT LTD	669	1	0.149%	1	100%
2021-2022	76	AU SMALL FINANCE BANK LIMITED	2,40,55,741	798	0.003%	40	5.013%
2021-2022	77	AUXILO FINSERVE PRIVATE LIMITED	1,05,349	2	0.002%	2	100%
2021-2022	78	AVANSE FINANCIAL SERVICES LIMITED	13,19,423	132	0.010%	12	9.091%
2021-2022	79	AVIOM INDIA HOUSING FINANCE PRIVATE LIMITED	4,12,879	1	0.000%	1	100%
2021-2022	80	AXIS BANK LTD	14,29,76,166	8,364	0.006%	1,091	13.044%
2021-2022	81	AXIS FINANCE LIMITED	7,09,594	42	0.006%	27	64.286%
2021-2022	82	AXON FINANCE AND SECURITIES LIMITED	0	1		1	100%
2021-2022	83	AYE FINANCE PRIVATE LIMITED	52,03,425	47	0.001%	0	0.00%
2021-2022	84	B.R.M LEASE & CREDIT LIMITED.	5,879	1	0.017%	1	100%
2021-2022	85	BABAJI DATE MAHILA SAHAKARI BANK LTD.	48,187	5	0.010%	4	80.00%
2021-2022	86	BAID LEASING AND FINANCE COMPANY LTD	73,916	7	0.009%	5	71.429%
2021-2022	87	BAJAJ FINANCE LIMITED	40,19,32,600	11,610	0.003%	570	4.910%
2021-2022	88	BAJAJ HOUSING FINANCE LIMITED	47,01,605	135	0.003%	113	83.704%
2021-2022	89	BANAS FINANCE LIMITED	1	1	100.00%	1	100%
2021-2022	90	BANDHAN BANK LIMITED	1,82,89,471	308	0.002%	182	59.091%
2021-2022	91	BANGIYA GRAMIN VIKASH BANK	27,13,741	139	0.005%	27	19.424%
2021-2022	92	BANK OF BAHRRAIN & KUWAIT B S C	7,927	4	0.050%	1	25.00%
2021-2022	93	BANK OF BARODA	9,47,28,762	5,127	0.005%	240	4.681%
2021-2022	94	BANK OF INDIA	9,66,45,786	2,269	0.002%	1,641	72.323%
2021-2022	95	BANK OF MAHARASHTRA	1,81,03,507	1,274	0.007%	228	17.896%
2021-2022	96	BANK OF RAJASTHAN LTD	1,075	11	1.023%	7	63.636%
2021-2022	97	BANSAL CREDITS LTD.	8,950	1	0.011%	1	100%
2021-2022	98	BARCLAYS BANK PLC	2,37,917	303	0.127%	28	9.241%
2021-2022	99	BARCLAYS INVESTMENTS AND LOANS (INDIA) PRIVATE LIMITED	229	78	34.061%	5	6.410%
2021-2022	100	BARODA GUJARAT GRAMIN BANK	37,86,286	87	0.002%	0	0.00%
2021-2022	101	BARODA RAJASTHAN KSHETRIYA GRAMIN BANK	52,85,713	301	0.006%	33	10.963%
2021-2022	102	BARODA U.P. BANK	62,19,315	186	0.003%	110	59.140%
2021-2022	103	BASSEIN CATHOLIC CO-OPERATIVE BANK LIMITED	5,68,864	60	0.011%	0	0.00%
2021-2022	104	BEE PEE JAY FINANCE LIMITED	67,824	1	0.001%	1	100%
2021-2022	105	BEE SECURE HOME FINANCE PRIVATE LIMITED	578	3	0.519%	1	33.333%
2021-2022	106	BEED DISTRICT CENTRAL COOPERATIVE BANK LIMITED, RAJURIVES	3,075	1	0.033%	1	100%
2021-2022	107	BELGAUM ZILLA RANI CHANNAMMA MAHILA SAHAKARI BANK NIYAMIT, BELGAUM	49,306	3	0.006%	2	66.667%
2021-2022	108	BELL FINVEST INDIA LIMITED	3	17	566.667%	12	70.588%
2021-2022	109	BERAR FINANCE LIMITED	31,04,283	102	0.003%	0	0.00%



### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	110	BEST CAPITAL SERVICES LIMITED	69,150	22	0.032%	8	36.364%
2021-2022	111	BHAGINI NIVEDITA SAHAKARI BANK MARYADIT	1,45,207	18	0.012%	3	16.667%
2021-2022	112	BHANIX FINANCE & INVESTMENT LTD	15,48,714	1,694	0.109%	5	0.295%
2021-2022	113	BHARATHIYA SAHAKARA BANK NIYAMITHA, CHAMRAJANAGAR	2,569	3	0.117%	3	100%
2021-2022	114	BHARATI SAHAKARI BANK LTD.	2,82,195	6	0.002%	1	16.667%
2021-2022	115	BHAVANI SAHAKARI BANK LTD.	71,509	1	0.001%	1	100%
2021-2022	116	BHILWARA URBAN CO-OPERATIVE BANK LIMITED	12,139	1	0.008%	1	100%
2021-2022	117	BHOPAL CO-OPERATIVE CENTRAL BANK LIMITED	9,40,340	22	0.002%	18	81.818%
2021-2022	118	BHORUKA CLASSIC FINANCE PVT. LTD.	19,159	5	0.026%	4	80.00%
2021-2022	119	BIBBY FINANCIAL SERVICES (INDIA) PRIVATE LIMITED	65	1	1.538%	1	100%
2021-2022	120	BIJAY FINANCE & INVESTMENT PRIVATE LIMITED	7,538	2	0.027%	2	100%
2021-2022	121	BILLION LOANS FINANCIAL SERVICES PRIVATE LIMITED	3,235	1	0.031%	1	100%
2021-2022	122	BINDAWALA BANIJYA LTD	0	28		24	85.714%
2021-2022	123	BISHWANATH INDUSTRIES LIMITED	17,942	53	0.295%	39	73.585%
2021-2022	124	BIZLOAN PRIVATE LIMITED	10,598	1	0.009%	1	100%
2021-2022	125	BLACKSOIL CAPITAL PRIVATE LIMITED	9,144	1	0.011%	1	100%
2021-2022	126	BLUE JAY FINLEASE PRIVATE LIMITED	1,69,756	24	0.014%	1	4.167%
2021-2022	127	BMW INDIA FINANCIAL SERVICES PRIVATE LIMITED	1,99,482	45	0.023%	27	60.00%
2021-2022	128	BNP PARIBAS	93,987	1	0.001%	1	100%
2021-2022	129	BOB CARDS LIMITED	86,85,758	746	0.009%	9	1.206%
2021-2022	130	BOMBAY MERCANTILE CO-OPERATIVE BANK LTD	2,20,115	6	0.003%	3	50.00%
2021-2022	131	BRANCH INTERNATIONAL FINANCE SERVICES PRIVATE LIMITED	0	1,053		27	2.564%
2021-2022	132	BRIDGE FINTECH SOLUTIONS PRIVATE LIMITED	30,122	8	0.027%	2	25.00%
2021-2022	133	BULDANA DISTRICT CENTRAL COOPERATIVE BANK LTD.,	25,928	2	0.008%	2	100%
2021-2022	134	BUSINESS CO-OPERATIVE BANK MARYADIT	33,601	6	0.018%	6	100%
2021-2022	135	BWDA FINANCE LIMITED	7,59,187	1	0.000%	0	0.00%
2021-2022	136	C.H.P. FINANCE PRIVATE LIMITED	29	1	3.448%	0	0.00%
2021-2022	137	CANARA BANK	17,69,65,860	6,736	0.004%	846	12.559%
2021-2022	138	CANBANK FACTORS LIMITED	6,118	1	0.016%	0	0.00%
2021-2022	139	CANFIN HOMES LTD.	41,18,912	128	0.003%	2	1.563%
2021-2022	140	CAPFLOAT FINANCIAL SERVICES PRIVATE LIMITED	3,12,31,042	2,054	0.007%	28	1.363%
2021-2022	141	CAPITAL FIRST HOME FINANCE PVT LIMITED	0	1		1	100%
2021-2022	142	CAPITAL FIRST LIMITED	536	27	5.037%	24	88.889%
2021-2022	143	CAPITAL INDIA FINANCE LIMITED	19,766	1	0.005%	1	100%
2021-2022	144	CAPITAL INDIA HOME LOANS LIMITED	82,845	10	0.012%	9	90.00%
2021-2022	145	CAPITAL PLUS FINANCE PVT. LTD	3	2	66.667%	2	100%
2021-2022	146	CAPITAL SMALL FINANCE BANK LIMITED	5,24,231	33	0.006%	29	87.879%
2021-2022	147	CAPITAL TRADE LINKS LIMITED	3,19,488	254	0.080%	48	18.898%
2021-2022	148	CAPRI GLOBAL CAPITAL LIMITED	5,78,914	2	0.000%	2	100%
2021-2022	149	CAPRI GLOBAL HOUSING FINANCE PRIVATE LIMITED	3,75,496	53	0.014%	0	0.00%
2021-2022	150	CARS 24 FINANCIAL SERVICES PRIVATE LIMITED	210	19	9.048%	15	78.947%
2021-2022	151	CASPIAN IMPACT INVESTMENTS PRIAVTE LIMIT	4,918	1	0.020%	0	0.00%
2021-2022	152	CEEJAY FINANCE LTD.	32,956	2	0.006%	2	100%
2021-2022	153	CENT BANK HOME FINANCE LIMITED	2,85,997	6	0.002%	5	83.333%
2021-2022	154	CENTRAL BANK OF INDIA	5,64,79,226	4,153	0.007%	1,526	36.745%
2021-2022	155	CENTRUM FINANCIAL SERVICES LTD.	22,448	3	0.013%	1	33.333%
2021-2022	156	CENTRUM HOUSING FINANCE LIMITED	1,22,855	6	0.005%	5	83.333%
2021-2022	157	CENTURION BANK OF PUNJAB LIMITED	6	28	466.667%	22	78.571%
2021-2022	158	CFM ASSET RECONSTRUCTION PRIVATE LIMITED	2,733	8	0.293%	4	50.00%
2021-2022	159	CHAITANYA CO-OPERATIVE URBAN BANK	1,854	6	0.324%	2	33.333%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	160	CHAITANYA GODAVARI GRAMEENA BANK	66,24,375	47	0.001%	0	0.00%
2021-2022	161	CHEMMANUR CREDITS & INVESTMENTS LTD.	10,26,602	12	0.001%	12	100%
2021-2022	162	CHHATTISGARH RAJYA GRAMIN BANK	25,46,302	70	0.003%	6	8.571%
2021-2022	163	CHINTAMANI FINLEASE LIMITED	45,547	67	0.147%	38	56.716%
2021-2022	164	CHITTORGARH KENDRIYA SAHKARI BANK LTD.	13,133	2	0.015%	2	100%
2021-2022	165	CHOLAMANDALAM INVESMENT & FINANCE COMPANY	3,17,43,323	1,035	0.003%	51	4.928%
2021-2022	166	CITIBANK N A	5,11,30,172	3,577	0.007%	193	5.396%
2021-2022	167	CITICORP FINANCE INDIA LIMITED	6,22,947	593	0.095%	25	4.216%
2021-2022	168	CITICORP FINANCE INDIA LTD.	0	1		1	100%
2021-2022	169	CITICORP MARUTI FINANCE LIMITED	42,597	34	0.080%	27	79.412%
2021-2022	170	CITIZEN CREDIT CO-OPERATIVE BANK LIMITED	31,709	17	0.054%	12	70.588%
2021-2022	171	CITRA FINANCIALS PRIVATE LIMITED	20,901	2	0.010%	0	0.00%
2021-2022	172	CITY UNION BANK LIMITED	1,17,59,551	82	0.001%	1	1.220%
2021-2022	173	CLIX CAPITAL SERVICES PRIVATE LIMITED	15,19,600	618	0.041%	185	29.935%
2021-2022	174	CLIX FINANCE INDIA PRIVATE LIMITED	58,54,265	2,025	0.035%	914	45.136%
2021-2022	175	CLIX HOUSING FINANCE PRIVATE LIMITED	23,587	1	0.004%	0	0.00%
2021-2022	176	CNH INDUSTRIAL CAPITAL (INDIA) PRIVATE LIMITED	4,47,251	14	0.003%	0	0.00%
2021-2022	177	COASTAL LOCAL AREA BANK LTD.	5,47,572	16	0.003%	16	100%
2021-2022	178	CONTYPARK FINANCE CORPORATION LIMITED	2,245	4	0.178%	3	75.00%
2021-2022	179	CO-OPERATIVE BANK OF BARODA LIMITED	3	1	33.333%	1	100%
2021-2022	180	CORPORATION BANK	17	1	5.882%	1	100%
2021-2022	181	CREDIT ONE PAYMENT SOLUTION PRIVATE LIMITED	31	1	3.226%	1	100%
2021-2022	182	CREDIT WISE CAPITAL PRIVATE LIMITED	0	8		7	87.500%
2021-2022	183	CREDITACCESS GRAMEEN LIMITED	19,47,534	4	0.000%	3	75.00%
2021-2022	184	CSB BANK LIMITED	64,57,670	8	0.000%	1	12.500%
2021-2022	185	CSL FINANCE LIMITED	28,061	30	0.107%	3	10.00%
2021-2022	186	CTBC BANK COMPANY LIMITED	1,595	1	0.063%	0	0.00%
2021-2022	187	DAKSHIN BIHAR GRAMIN BANK	25,10,026	54	0.002%	32	59.259%
2021-2022	188	DAR CREDIT & CAPITAL LIMITED	3,34,400	7	0.002%	2	28.571%
2021-2022	189	DARJEELING DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	50,094	1	0.002%	0	0.00%
2021-2022	190	DARUSSALAM CO-OP URBAN BANK LTD.	1,24,564	1	0.001%	1	100%
2021-2022	191	DATSON EXPORTS LIMITED	0	23		15	65.217%
2021-2022	192	DATTATRAYA MAHARAJ KALAMBE JAOLI SAHAKARI BANK LTD	53,057	35	0.066%	1	2.857%
2021-2022	193	DAUND URBAN CO-OP BANK LTD.	6,955	3	0.043%	2	66.667%
2021-2022	194	DAUSA URBAN COOPERATIVE BANK LTD., DAUSA	1,213	1	0.082%	1	100%
2021-2022	195	DBFS FINANCE & LEASING (INDIA) LTD.	1,172	3	0.256%	0	0.00%
2021-2022	196	DBS BANK LIMITED	2,74,919	63	0.023%	41	65.079%
2021-2022	197	DCB BANK	50,66,954	447	0.009%	17	3.803%
2021-2022	198	DE LAGE LANDEN FINANCIAL SERVICES INDIA PVT. LTD.	5,29,727	35	0.007%	7	20.00%
2021-2022	199	DEALING BENEFICIAL FINANCIAL SERVICE PRIVATE LIMITED	11,381	3	0.026%	3	100%
2021-2022	200	DECCAN FINANCE LIMITED	4,121	9	0.218%	5	55.556%
2021-2022	201	DECIMUS FINANCIAL LIMITED	0	7		6	85.714%
2021-2022	202	DEENDAYAL NAGARI SAHAKARI BANK MARYADIT	1,74,471	17	0.010%	14	82.353%
2021-2022	203	DEFENCE ACCOUNTS CO-OP BANK LTD, PUNE	29,097	4	0.014%	4	100%
2021-2022	204	DEL CAPITAL PRIVATE LIMITED	1,42,698	13	0.009%	13	100%
2021-2022	205	DENA BANK	4	187	4675.00%	30	16.043%
2021-2022	206	DEOGIRI NAGARI SAHAKARI BANK LTD.; AURANGABAD.	2,36,385	16	0.007%	14	87.500%
2021-2022	207	DESTIMONEY FINANCIAL SERVICES PRIVATE LIMITED	0	1		1	100%
2021-2022	208	DEUTSCHE BANK	5,94,531	205	0.034%	55	26.829%
2021-2022	209	DEUTSCHE INVESTMENTS INDIA PRIVATE LTD.	1,226	1	0.082%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	210	DEWAN HOUSING FINANCE CORPORATION LTD	49,80,374	373	0.007%	60	16.086%
2021-2022	211	DFL INFRASTRUCTURE FINANCE LTD	1	9	900.00%	9	100%
2021-2022	212	DHANALAKSHMI BANK	0	3		0	0.00%
2021-2022	213	DHANI LOANS AND SERVICES LIMITED	4,40,83,001	10,691	0.024%	61	0.571%
2021-2022	214	DHANLAXMI BANK LIMITED	16,92,350	231	0.014%	8	3.463%
2021-2022	215	DHANVARSHA FINVEST LTD.	1,42,499	65	0.046%	42	64.615%
2021-2022	216	DHARA MOTOR FINANCE LIMITED	78,064	5	0.006%	5	100%
2021-2022	217	DHARAMVIR SAMBHAJI URBAN CO-OP BANK LTD.	18,858	4	0.021%	3	75.00%
2021-2022	218	DHULE VIKAS SAHAKARI BANK LIMITED, DHULE	3,273	9	0.275%	9	100%
2021-2022	219	DIGIKREDIT FINANCE PRIVATE LIMITED	1,20,432	22	0.018%	17	77.273%
2021-2022	220	DISHA MICROFIN PRIVATE LIMITED	0	1		0	0.00%
2021-2022	221	DISTRICT CO-OPERATIVE BANK LTD., DEHRADUN	2,41,470	2	0.001%	2	100%
2021-2022	222	DITYA FINANCE PRIVATE LIMITED	11,686	6	0.051%	6	100%
2021-2022	223	DMI FINANCE PRIVATE LIMITED	1,77,34,773	5,760	0.032%	5	0.087%
2021-2022	224	DMI HOUSING FINANCE PRIVATE LIMITED	1,76,758	11	0.006%	6	54.545%
2021-2022	225	DOMBIVALI NAGARIK SAHAKARI BANK LTD.	5,78,810	30	0.005%	4	13.333%
2021-2022	226	DOVEFIN MICROFINANCE PRIVATE LIMITED	0	6		5	83.333%
2021-2022	227	DPA FINANCE PRIVATE LIMITED	0	4		4	100%
2021-2022	228	DR. APPASAHEB URF SA. RE. PATIL JAYSINGPUR UDGAON SAHAKARI BANK LTD.	1,40,093	8	0.006%	3	37.500%
2021-2022	229	DR. JAIPRAKASH MUNDADA URBAN COOPERATIVE BANK LTD., PARBHANI	21,051	1	0.005%	1	100%
2021-2022	230	DR. PUNJABRAO DESHMUKH URBAN COOPERATIVE BANK LTD.	15,896	1	0.006%	1	100%
2021-2022	231	DRP FINANCIAL SERVICES PRIVATE LIMITED	85,318	174	0.204%	24	13.793%
2021-2022	232	DSP MERRILL LYNCH CAPITAL LIMITED	29	1	3.448%	1	100%
2021-2022	233	DURGAPUR STEEL PEOPLES' CO-OP BANK LTD	45,584	4	0.009%	3	75.00%
2021-2022	234	EARLYSALARY SERVICES PRIVATE LIMITED	26,19,515	864	0.033%	108	12.500%
2021-2022	235	EASTERN AUTO INVESTO PRIVATE LIMITED	17,196	1	0.006%	1	100%
2021-2022	236	ECL FINANCE	3,27,834	112	0.034%	36	32.143%
2021-2022	237	EDC LIMITED	1,14,551	9	0.008%	9	100%
2021-2022	238	EDELWEISS ASSET RECONSTRUCTION COMPANY LIMITED	1,70,167	8	0.005%	4	50.00%
2021-2022	239	EDELWEISS RETAIL FINANCE LIMITED	84,293	125	0.148%	64	51.200%
2021-2022	240	EDUVANZ FINANCING PRIVATE LIMITED	78,376	21	0.027%	1	4.762%
2021-2022	241	EKAGRATA FINANCE PRIVATE LIMITED	86,308	31	0.036%	27	87.097%
2021-2022	242	ELECTRONICA FINANCE	2,93,630	55	0.019%	36	65.455%
2021-2022	243	ELLAQUAI DEHATI BANK	3,11,984	7	0.002%	6	85.714%
2021-2022	244	ENCORE ASSET RECONSTRUCTION COMPANY PRIVATE LIMITED	1,95,326	6	0.003%	6	100%
2021-2022	245	ENRON SECURITIES PVT LTD.	17	25	147.059%	5	20.00%
2021-2022	246	EPIMONEY PRIVATE LIMITED	1,60,833	44	0.027%	3	6.818%
2021-2022	247	EQUITAS SMALL FINANCE BANK LIMITED	1,01,23,874	159	0.002%	113	71.069%
2021-2022	248	ERNAKULAM DISTRICT CO-OPERATIVE BANK LTD.	3,67,980	11	0.003%	11	100%
2021-2022	249	ESAF SMALL FINANCE BANK LIMITED	34,05,510	28	0.001%	2	7.143%
2021-2022	250	ESS KAY AUTO FINANCE PRIVATE LIMITED	0	59		2	3.390%
2021-2022	251	ESSEL FINANCE BUSINESS LOANS LIMITED	0	4		4	100%
2021-2022	252	ETAWAH URBAN CO-OPERATIVE BANK LIMITED	6,485	1	0.015%	1	100%
2021-2022	253	ETYACOL TECHNOLOGIES PRIVATE LIMITED	25,089	60	0.239%	29	48.333%
2021-2022	254	EZCRED PRIVATE LIMITED	1,516	1	0.066%	1	100%
2021-2022	255	FAIR VINIMAY SERVICES PRIVATE LIMITED	0	4		4	100%
2021-2022	256	FAIRASSETS TECHNOLOGIES INDIA PVT LTD	1,85,518	141	0.076%	5	3.546%
2021-2022	257	FAMILY CREDIT LIMITED	15	5	33.333%	4	80.00%
2021-2022	258	FASTTRACK HOUSING FINANCE PRIVATE LIMITED	29,642	1	0.003%	1	100%
2021-2022	259	FEDBANK FINANCIAL SERVICES LIMITED	29,86,508	349	0.012%	65	18.625%
2021-2022	260	FEXPRIME FINANCE PRIVATE LIMITED	37,33,587	104	0.003%	31	29.808%
2021-2022	261	FINCARE SMALL FINANCE BANK LIMITED	10,54,600	27	0.003%	7	25.926%
2021-2022	262	FINC FRIENDS PRIVATE LIMITED	12,86,201	670	0.052%	237	35.373%
2021-2022	263	FINCRED INVESTMENTS LIMITED	2,020	1	0.050%	1	100%
2021-2022	264	FINKURVE FINANCIAL SERVICES LIMITED	1,56,760	132	0.084%	2	1.515%

### Complaints registered against the CIs with CIs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI
		(A)	(B)	(C)	(D) [C as a % of B]	(E)	(F) [E as a % of C]
2021-2022	265	FINNABLE CREDIT PRIVATE LIMITED	1	2	200.00%	2	100%
2021-2022	266	FINOVA CAPITAL PRIVATE LIMITED	2,70,949	15	0.006%	1	6.667%
2021-2022	267	FINTELLIGENCE DATA SCIENCE PRIVATE LIMITED	0	1		1	100%
2021-2022	268	FINTREE FINANCE PRIVATE LIMITED	2,284	4	0.175%	1	25.00%
2021-2022	269	FIRST ABU DHABI BANK PJSC	0	4		2	50.00%
2021-2022	270	FIRSTSTRAND BANK LIMITED	211	1	0.474%	0	0.00%
2021-2022	271	FIVE-STAR BUSINESS FINANCE LIMITED	15,14,459	18	0.001%	15	83.333%
2021-2022	272	FORD CREDIT INDIA PRIVATE LIMITED	1,42,228	23	0.016%	18	78.261%
2021-2022	273	FORESIGHT HOLDINGS PVT. LTD	0	1		0	0.00%
2021-2022	274	FOX CAPITAL PRIVATE LIMITED	4,330	12	0.277%	8	66.667%
2021-2022	275	FUSION MICRO FINANCE LIMITED	62,750	1	0.002%	1	100%
2021-2022	276	G.R.P FINCAP LEASE PRIVATE LIMITED	0	1		1	100%
2021-2022	277	GANDHIBAG SAHAKARI BANK LTD; NAGPUR	38,100	3	0.008%	3	100%
2021-2022	278	GAUTAM SAHAKARI BANK LTD.	10,850	2	0.018%	2	100%
2021-2022	279	GAYATRI CO-OPERATIVE URBAN BANK LTD, JAGTIAL	1,10,444	12	0.011%	11	91.667%
2021-2022	280	GBR FINVEST PVT LTD	7,398	1	0.014%	1	100%
2021-2022	281	GBULANI RURAL FINANCE PRIVATE LIMITED	37,821	1	0.003%	1	100%
2021-2022	282	GEPL FINANCE PVT. LTD.	0	5		5	100%
2021-2022	283	GHALLA AND BHANSALI SECURITIES PRIVATE LIMITED	6,46,532	539	0.083%	185	34.323%
2021-2022	284	GIC HOUSING FINANCE LIMITED	27,58,491	97	0.004%	51	52.577%
2021-2022	285	GILADA FINANCE & INVESTMENT LTD.	11,087	3	0.027%	3	100%
2021-2022	286	GMAC FINANCIAL SERVICES LTD	10	32	320.00%	22	68.750%
2021-2022	287	GODAVARI URBAN CO-OP. BANK LIMITED	15,463	1	0.006%	1	100%
2021-2022	288	GODAVARI URBAN COOPERATIVE BANK LTD., VAZIRABAD, NANDED	180	2	1.111%	2	100%
2021-2022	289	GOLF LINK FINANCE AND RESORTS PRIVATE LIMITED	123	1	0.813%	1	100%
2021-2022	290	GONDAL NAGRIK SAHAKARI BANK LTD.	24,552	4	0.016%	4	100%
2021-2022	291	GOODSKILL SECURITIES AND SERVICES LIMITED	12,819	23	0.179%	23	100%
2021-2022	292	GOSREE FINANCE LIMITED	9,873	9	0.091%	7	77.778%
2021-2022	293	GP PARSIK SAHAKARI BANK LTD, KALWA, THANE	9,68,508	53	0.005%	3	5.660%
2021-2022	294	GREEN MALABAR FINANCE VENTURES LIMITED	6,205	3	0.048%	3	100%
2021-2022	295	GRIHUM HOUSING FINANCE LIMITED	10,40,994	85	0.008%	2	2.353%
2021-2022	296	GROMOR FINANCE PRIVATE LIMITED	15,108	7	0.046%	5	71.429%
2021-2022	297	GUARDIAN SOUHARDA SAHAKARI BANK NIYAMITA	13,274	2	0.015%	1	50.00%
2021-2022	298	GULSHAN MERCANTILE URBAN CO-OPERATIVE BANK LTD.	15,762	1	0.006%	1	100%
2021-2022	299	GURDASPUR FINANCE & LEASING PRIVATE LIMITED	181	4	2.210%	4	100%
2021-2022	300	GYANDHAN FINANCIAL SERVICES PRIVATE LIMITED	1,549	2	0.129%	2	100%
2021-2022	301	HARVINDER FINANCE COMPANY PVT LIMITED	200	1	0.500%	1	100%
2021-2022	302	HAVELI SAHAKARI BANK MARYADIT MOSHI, PIMPRI - CHINCHWAD	27,167	2	0.007%	2	100%
2021-2022	303	HCBL CO-OPERATIVE BANK LTD.	4,498	2	0.044%	1	50.00%
2021-2022	304	HDB FINANCIAL SERVICES LIMITED	7,08,01,239	2,748	0.004%	90	3.275%
2021-2022	305	HDFC BANK LTD	46,25,36,560	16,455	0.004%	1,229	7.469%
2021-2022	306	HDFC CREDILA FINANCIAL SERVICES LIMITED	12,99,806	10	0.001%	3	30.00%
2021-2022	307	HEDGE FINANCE LIMITED	2,25,580	222	0.098%	19	8.559%
2021-2022	308	HERITAGE FINLEASE LTD	2,746	1	0.036%	1	100%
2021-2022	309	HERO FINCORP LTD.	4,88,68,754	1,143	0.002%	264	23.097%
2021-2022	310	HERO HOUSING FINANCE LIMITED	4,22,922	5	0.001%	4	80.00%
2021-2022	311	HEWLETT PACKARD FINANCIAL SERVICES (INDIA) PVT LTD	8,983	8	0.089%	2	25.00%
2021-2022	312	HIMACHAL PRADESH GRAMIN BANK	7,07,355	20	0.003%	8	40.000%
2021-2022	313	HINDON MERCANTILE LIMITED	5,74,914	75	0.013%	62	82.667%
2021-2022	314	HINDUJA HOUSING FINANCE LIMITED	2,04,462	41	0.020%	27	65.854%
2021-2022	315	HINDUJA LEYLAND FINANCE LIMITED	1,86,20,448	1,393	0.007%	32	2.297%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2021-2022	316	HIRANANDANI FINANCIAL SERVICES PRIVATE LIMITED	93,442	2	0.002%	2	100%
2021-2022	317	HIVELOOP CAPITAL PRIVATE LIMITED	6,21,451	114	0.018%	6	5.263%
2021-2022	318	HOME CREDIT INDIA FINANCE PRIVATE LIMITED	4,31,81,081	1,700	0.004%	2	0.118%
2021-2022	319	HOME FIRST FINANCE COMPANY INDIA LIMITED	14,29,512	14	0.001%	0	0.00%
2021-2022	320	HOMESHREE HOUSING FINANCE LIMITED	838	1	0.119%	1	100%
2021-2022	321	HOUSING DEVELOPMENT FINANCE CORPORATION LTD	7,60,76,741	1,632	0.002%	87	5.331%
2021-2022	322	HTC GLOBAL FINANCIAL SERVICES PRIVATE LIMITED	11,752	5	0.043%	5	100%
2021-2022	323	HUDCO	27,737	6	0.022%	5	83.333%
2021-2022	324	HUTATMA SAHAKARI BANK LTD. WALVA	1,26,851	1	0.001%	1	100%
2021-2022	325	HYTONE MERCHANTS PVT. LTD.	0	3		3	100%
2021-2022	326	IBL FINANCE LIMITED	71,879	3	0.004%	0	0.00%
2021-2022	327	ICICI BANK LIMITED	19,83,14,394	18,712	0.009%	1,037	5.542%
2021-2022	328	ICICI HOME FINANCE CO. LTD.	16,89,387	420	0.025%	210	50.00%
2021-2022	329	ICL FINCORP LIMITED	4,71,315	15	0.003%	13	86.667%
2021-2022	330	IDBI BANK LTD	3,00,47,060	988	0.003%	136	13.765%
2021-2022	331	IDBI HOME FINANCE LIMITED	0	2		2	100%
2021-2022	332	IDFC FIRST BANK LTD.	15,63,18,631	12,090	0.008%	1,347	11.141%
2021-2022	333	IDFC LIMITED	11	6	54.545%	5	83.333%
2021-2022	334	IDS FINANCIAL SERVICES PRIVATE LIMITED	8,265	2	0.024%	0	0.00%
2021-2022	335	IFCI LIMITED	98	1	1.020%	1	100%
2021-2022	336	IFFCO KISAN FINANCE LIMITED	3,94,707	7	0.002%	1	14.286%
2021-2022	337	IFL HOUSING FINANCE LIMITED	1,13,408	2	0.002%	2	100%
2021-2022	338	IIFL WEALTH FINANCE LIMITED	12,214	4	0.033%	1	25.00%
2021-2022	339	IKF HOUSING FINANCE PRIVATE LIMITED,	27,832	58	0.208%	6	10.345%
2021-2022	340	I-LOAN CREDIT PRIVATE LIMITED	62,443	13	0.021%	12	92.308%
2021-2022	341	IMPACT LEASING PRIVATE LIMITED	1,00,607	1	0.001%	1	100%
2021-2022	342	INCOME-TAX DEPARTMENT COOPERATIVE BANK LTD., BOMBAY	22,598	10	0.044%	0	0.00%
2021-2022	343	INCREDFINANCIAL SERVICES LIMITED	442	54	12.217%	39	72.222%
2021-2022	344	INCREDFINANCE PRIVATE LIMITED	50,59,075	4,357	0.086%	85	1.951%
2021-2022	345	INDEL MONEY LIMITED	3,89,432	18	0.005%	10	55.556%
2021-2022	346	INDIA HOME LOANS LTD.	35,303	3	0.008%	2	66.667%
2021-2022	347	INDIA INFOLINE FINANCE LTD	34,93,899	1,399	0.040%	536	38.313%
2021-2022	348	INDIA INFOLINE HOUSING FINANCE LIMITED	38,40,267	29	0.001%	17	58.621%
2021-2022	349	INDIA INFRASTRUCTURE FINANCE COMPANY LIMITED	0	1		0	0.00%
2021-2022	350	INDIA RESURGENCE ARC PRIVATE LIMITED	1,375	1	0.073%	1	100%
2021-2022	351	INDIA SHELTER FINANCE CORPORATION LIMITED	12,30,515	20	0.002%	1	5.000%
2021-2022	352	INDIABULLS ASSET RECONSTRUCTION COMPANY LIMITED	38,56,636	220	0.006%	6	2.727%
2021-2022	353	INDIABULLS COMMERCIAL CREDIT LIMITED	1,79,530	29	0.016%	10	34.483%
2021-2022	354	INDIABULLS FINANCIAL SERVICES LTD	0	3		1	33.333%
2021-2022	355	INDIABULLS HOUSING FINANCE LIMITED	48,73,883	593	0.012%	112	18.887%
2021-2022	356	INDIAN BANK	7,97,51,855	2,335	0.003%	1,443	61.799%
2021-2022	357	INDIAN OVERSEAS BANK	6,00,07,466	1,067	0.002%	273	25.586%
2021-2022	358	INDIAN SCHOOL FINANCE COMPANY PRIVATE LIMITED	1,80,094	10	0.006%	3	30.00%
2021-2022	359	INDIFI CAPITAL PRIVATE LIMITED	3,07,922	76	0.025%	2	2.632%
2021-2022	360	INDITRADE FINCORP LIMITED	6,74,173	288	0.043%	42	14.583%
2021-2022	361	INDORE PARASPAR SAHAKARI BANK LTD.	28,192	6	0.021%	6	100%
2021-2022	362	INDOSTAR CAPITAL FINANCE LIMITED	38,82,170	132	0.003%	74	56.061%
2021-2022	363	INDOSTAR HOME FINANCE PRIVATE LIMITED	4,19,409	1	0.000%	1	100%
2021-2022	364	INDRAYANI CO OPERATIVE BANK LIMITED	12,146	1	0.008%	0	0.00%
2021-2022	365	INDUSIND BANK LIMITED	9,03,84,926	3,964	0.004%	322	8.123%
2021-2022	366	INFINITY FINCORP SOLUTIONS PRIVATE LIMITED	53,885	3	0.006%	3	100%
2021-2022	367	ING VYSYA BANK LTD	1,248	17	1.362%	17	100%
2021-2022	368	INNOFIN SOLUTIONS PRIVATE LIMITED	14,14,323	486	0.034%	3	0.617%
2021-2022	369	INSTA CAPITAL PRIVATE LIMITED	1,264	20	1.582%	19	95.000%
2021-2022	370	INTEC CAPITAL LTD.	19,494	21	0.108%	5	23.810%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
(A)	(B)	(C)	(D)	(E)	(F)		
2021-2022	371	INTELLECASH MICROFINANCE NETWORK COMPANY PRIVATE LIMITED	25	2	8.000%	2	100%
2021-2022	372	INTERNATIONAL AUTOTRAC FINANCE LIMITED	1	3	300.00%	3	100%
2021-2022	373	INVEST GOLD AND GENERAL FINANCE PRIVATE LIMITED	20,469	1	0.005%	1	100%
2021-2022	374	IPSA CREDIT PRIVATE LIMITED	598	1	0.167%	1	100%
2021-2022	375	ITI FINANCE LIMITED	9,92,026	34	0.003%	13	38.235%
2021-2022	376	ITI GOLD LOANS LIMITED	38,230	103	0.269%	37	35.922%
2021-2022	377	J & K GRAMEENA BANK	7,62,482	45	0.006%	7	15.556%
2021-2022	378	JACINTH FINVEST LIMITED	6,451	1	0.016%	1	100%
2021-2022	379	JAIN AUTOFIN PRIVATE LIMITED	87,169	1	0.001%	1	100%
2021-2022	380	JAIN CO-OPERATIVE BANK LTD., DARYAGANJ	14,497	1	0.007%	1	100%
2021-2022	381	JAINSONS INDIA SECURITIES PRIVATE LIMITED	4,693	1	0.021%	1	100%
2021-2022	382	JALAN CHEMICAL INDUSTRIES PVT LTD	1,15,39,761	3,659	0.032%	390	10.659%
2021-2022	383	JALGAON JANATA SAHAKARI BANK LIMITED	3,53,808	16	0.005%	1	6.250%
2021-2022	384	JAMIA CO-OPERATIVE BANK LTD.	26,756	9	0.034%	7	77.778%
2021-2022	385	JAMMU ESS IEE FINANCE PRIVATE LIMITED	0	6		6	100%
2021-2022	386	JAMPETA CO-OP URBAN BANK LTD	49,564	2	0.004%	2	100%
2021-2022	387	JANA SMALL FINANCE BANK LIMITED	1,12,07,921	70	0.001%	10	14.286%
2021-2022	388	JANAKALYAN SAHAKARI BANK LTD.	1,29,849	12	0.009%	12	100%
2021-2022	389	JANALAXMI CO-OPERATIVE BANK LTD; NASHIK.	25,029	4	0.016%	4	100%
2021-2022	390	JANASEVA SAHAKARI BANK (BORIVALI) LTD.	60,160	24	0.040%	10	41.667%
2021-2022	391	JANASEVA SAHAKARI BANK LIMITED	1,76,699	8	0.005%	6	75.00%
2021-2022	392	JANATA SAHAKARI BANK LTD.	61,306	5	0.008%	5	100%
2021-2022	393	JANATA SAHAKARI BANK LTD.; PUNE	9,62,958	45	0.005%	42	93.333%
2021-2022	394	JANATA URBAN CO-OPERATIVE BANK LTD.	54,163	3	0.006%	3	100%
2021-2022	395	JANKALYAN URBAN CO OP BANK LIMITED OSMANABAD	13,588	1	0.007%	1	100%
2021-2022	396	JARO FINCAP PRIVATE LIMITED	2,06,338	1	0.000%	1	100%
2021-2022	397	JATH URBAN CO-OPERATIVE BANK LTD. JATH	33,501	3	0.009%	3	100%
2021-2022	398	JAWAHAR SAHAKARI BANK LIMITED, HUPARI	42,765	9	0.021%	8	88.889%
2021-2022	399	JHARKHAND RAJYA GRAMIN BANK	40,82,641	53	0.001%	30	56.604%
2021-2022	400	JHARKHAND STATE COOPERATIVE BANK LTD. RANCHI	74,015	13	0.018%	13	100%
2021-2022	401	JHURIA FINANCIAL SERVICES PRIVATE LIMITED	0	2		2	100%
2021-2022	402	JIJAMATA MAHILA SAHAKARI BANK LTD.	1,39,490	25	0.018%	9	36.00%
2021-2022	403	JILA SAHAKARI KENDRIYA BANK MARYADIT BETUL	24,77,871	4	0.000%	4	100%
2021-2022	404	JILA SAHAKARI KENDRIYA BANK MARYADIT DEWAS	28,61,672	7	0.000%	7	100%
2021-2022	405	JILA SAHAKARI KENDRIYA BANK MARYADIT GUNA	6,94,806	4	0.001%	4	100%
2021-2022	406	JILA SAHAKARI KENDRIYA BANK MARYADIT MANDSAUR	21,44,691	1	0.000%	0	0.00%
2021-2022	407	JILA SAHAKARI KENDRIYA BANK MARYADIT RAISEN	9,99,649	1	0.000%	1	100%
2021-2022	408	JILA SAHAKARI KENDRIYA BANK MARYADIT, HOSHANGABAD	17,00,863	6	0.000%	6	100%
2021-2022	409	JILA SAHAKARI KENDRIYA BANK MARYADIT, NARSINGHPUR	4,69,013	3	0.001%	3	100%
2021-2022	410	JIVAJI SAHAKARI BANK LTD., ICHALKARANJI	8,758	1	0.011%	1	100%
2021-2022	411	JIVAN COMMERCIAL CO-OPERATIVE BANK LTD.	2,673	1	0.037%	1	100%
2021-2022	412	JM FINANCIAL ASSET RECONSTRUCTION COMPANY LIMITED	0	15		13	86.667%
2021-2022	413	JM FINANCIAL CREDIT SOLUTIONS LIMITED	1,935	1	0.052%	1	100%
2021-2022	414	JM FINANCIAL HOME LOANS LIMITED	1,61,447	2	0.001%	2	100%
2021-2022	415	JM FINANCIAL PRODUCTS LTD.	1,12,739	5	0.004%	3	60.00%
2021-2022	416	JODHPUR NAGRIK SAHAKARI BANK LTD.	25,816	6	0.023%	5	83.333%
2021-2022	417	JOGINDRA CENTRAL COOPERATIVE BANK LTD.	2,33,988	2	0.001%	2	100%
2021-2022	418	JOHAL INVETSMENTS LIMITED	22	2	9.091%	2	100%
2021-2022	419	JOHN DEERE FINANCIAL INDIA PVT. LTD	21,78,862	42	0.002%	3	7.143%



### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	420	JULIUS BAER CAPITAL (INDIA) PRIVATE LIMITED	4,00,232	1	0.000%	0	0.00%
2021-2022	421	JUMBO FINVEST (INDIA) LTD.	2,91,307	21	0.007%	3	14.286%
2021-2022	422	K M GLOBAL CREDIT PRIVATE LIMITED	63,227	14	0.022%	7	50.00%
2021-2022	423	K. S. CAPITAL SERVICES PRIVATE LIMITED	27,081	4	0.015%	4	100%
2021-2022	424	KALLAPPANNA AWADE ICHALKARANJII JANATA SAHAKARIBANK	1,80,587	21	0.012%	6	28.571%
2021-2022	425	KALPAVITTA FINANCE PRIVATE LIMITED	606	69	11.386%	19	27.536%
2021-2022	426	KAMAL FINSERVE PRIVATE LIMITED	332	1	0.301%	0	0.00%
2021-2022	427	KANAKA MAHALAKSHMI CO-OPERATIVE BANK LTD.,	57,045	1	0.002%	1	100%
2021-2022	428	KANAKADURGA FINANCE LIMITED	5,00,683	33	0.007%	25	75.758%
2021-2022	429	KANGRA CENTRAL CO-OPERATIVE BANK LTD.	15,78,915	17	0.001%	16	94.118%
2021-2022	430	KANIKA INVESTMENT LIMITED	39,834	3	0.008%	3	100%
2021-2022	431	KANKARIA MANINAGAR NAGARIK SAHAKARI BANK LTD	51,570	10	0.019%	8	80.00%
2021-2022	432	KARIMNAGAR DISTRICT CO-OP. BANK LTD.	28,593	18	0.063%	11	61.111%
2021-2022	433	KARINA FINCAP LIMITED	5,440	5	0.092%	3	60.00%
2021-2022	434	KARNATAKA GRAMIN BANK	2,09,99,648	29	0.000%	5	17.241%
2021-2022	435	KARNATAKA STATE FINANCIAL CORPORATION	88,301	2	0.002%	1	50.00%
2021-2022	436	KARNATAKA VIKAS GRAMEEN BANK	75,40,651	110	0.001%	5	4.545%
2021-2022	437	KARVY FINANCIAL SERVICES LTD.	14,867	120	0.807%	0	0.00%
2021-2022	438	KASHI GOMTI SAMYUT GRAMIN BANK	3,47,871	10	0.003%	3	30.00%
2021-2022	439	KERALA FINANCIAL CORPORATION	3,54,146	30	0.008%	11	36.667%
2021-2022	440	KERALA GRAMIN BANK	2,03,46,962	139	0.001%	32	23.022%
2021-2022	441	KHUSH HOUSING FINANCE LIMITED	34,264	5	0.015%	0	0.00%
2021-2022	442	KHUSHBU AUTO FINANCE LTD	1,03,136	4	0.004%	4	100%
2021-2022	443	KIFS HOUSING FINANCE LIMITED	1,12,495	2	0.002%	2	100%
2021-2022	444	KINARA CAPITAL PRIVATE LIMITED	10,19,420	67	0.007%	0	0.00%
2021-2022	445	KISETSU SAISON FINANCE (INDIA) PRIVATE LIMITED	10,49,669	492	0.047%	5	1.016%
2021-2022	446	KJMC FINANCIAL SERVICES LIMITED	8,845	3	0.034%	3	100%
2021-2022	447	KNAB FINANCE ADVISORS PRIVATE LIMITED	6,716	13	0.194%	9	69.231%
2021-2022	448	KOGTA FINANCIAL (I) LTD.	14,02,113	58	0.004%	2	3.448%
2021-2022	449	KOLHAPUR MAHILA SAHAKARI BANK LTD., KOLHAPUR	6,504	5	0.077%	1	20.00%
2021-2022	450	KONKAN MERCANTILE CO-OPERATIVE BANK LTD	46,658	1	0.002%	1	100%
2021-2022	451	KOTAK MAHINDRA BANK LTD	8,30,49,517	5,854	0.007%	887	15.152%
2021-2022	452	KOTAK MAHINDRA INVESTMENTS LIMITED	30,939	5	0.016%	5	100%
2021-2022	453	KOTAK MAHINDRA PRIME LIMITED	85,20,655	594	0.007%	176	29.630%
2021-2022	454	KOTTAYAM DISTRICT CO-OPERATIVE BANK LTD., KOTTAYAM	3,31,632	14	0.004%	10	71.429%
2021-2022	455	KOZHICODE DISTRICT CO-OPERATIVE BANK LTD.	2,78,422	11	0.004%	11	100%
2021-2022	456	KRAZYBEE SERVICES PRIVATE LIMITED	2,69,56,462	1,802	0.007%	18	0.999%
2021-2022	457	KREON FINANCIAL SERVICES LIMITED	3,39,557	91	0.027%	0	0.00%
2021-2022	458	KRISHNA BHIMA SAMRUDDHI LOCAL AREA BANK	6,89,980	2	0.000%	1	50.00%
2021-2022	459	KRISHNA MERCANTILE CO-OPERATIVE BANK LTD., BHOPAL	1,907	2	0.105%	0	0.00%
2021-2022	460	KRISHNA SAHAKARI BANK LTD.	85,726	2	0.002%	2	100%
2021-2022	461	KUDOS FINANCE & INVESTMENTS PVT LTD	1,74,069	103	0.059%	17	16.505%
2021-2022	462	KUMBHI KASARI SAHAKARI BANK LTD., KUDITRE, KOLHAPUR	32,687	4	0.012%	4	100%
2021-2022	463	L & T FINCORP LIMITED	21	4	19.048%	4	100%
2021-2022	464	L&T FINANCE LTD	3,62,35,653	966	0.003%	343	35.507%
2021-2022	465	L&T HOUSING FINANCE LIMITED	1,21,877	28	0.023%	12	42.857%
2021-2022	466	L&T INFRASTRUCTURE FINANCE COMPANY LTD	64	1	1.563%	1	100%
2021-2022	467	L.I.C.EMPLOYEES' CO-OPERATIVE BANK LIMITED, UDUPI	24,625	6	0.024%	6	100%
2021-2022	468	LALA URBAN CO-OP BANK LIMITED, PUNE	84,362	2	0.002%	2	100%
2021-2022	469	LAXMI INDIA FINANCE PRIVATE LIMITED	2,07,414	10	0.005%	10	100%



### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	470	LAXMI URBAN CO-OPERATIVE BANK LTD., LATUR	21,268	3	0.014%	2	66.667%
2021-2022	471	LENDINGKART FINANCE LIMITED	17,74,132	553	0.031%	2	0.362%
2021-2022	472	LIC HOUSING FINANCE LTD	4,46,91,269	812	0.002%	24	2.956%
2021-2022	473	LIGHT MICROFINANCE PRIVATE LIMITED	4,74,672	2	0.000%	2	100%
2021-2022	474	LION FINANCIAL SERVICES LIMITED	0	1		1	100%
2021-2022	475	LOANTAP CREDIT PRODUCTS PRIVATE LIMITED	3,40,363	301	0.088%	4	1.329%
2021-2022	476	LOK SEWAK LEASING AND INVESTMENT PRIVATE LIMITED	2,303	4	0.174%	3	75.00%
2021-2022	477	LOK SUVIDHA FINANCE LIMITED	6,21,901	17	0.003%	16	94.118%
2021-2022	478	LOKMANGAL CO-OPERATIVE BANK LTD., SOLAPUR	44,310	10	0.023%	10	100%
2021-2022	479	LOKNETE DATTAJI PATIL SAHAKARI BANK LTD., LASALGAON	70,630	3	0.004%	3	100%
2021-2022	480	LOKVIKAS NAGARI SAHAKARI BANK LTD; AURANGABAD	85,642	18	0.021%	15	83.333%
2021-2022	481	LORD FINCAP LIMITED	57,675	2	0.003%	2	100%
2021-2022	482	LORD KRISHNA FINANCIAL SERVICES LIMITED -	17,158	5	0.029%	5	100%
2021-2022	483	M. R. FINLEASE LIMITED, CHANDIGARH	17,738	6	0.034%	4	66.667%
2021-2022	484	M/S NAMAN FINLEASE PRIVATE LIMITED	33,624	142	0.422%	54	38.028%
2021-2022	485	MADHYA PRADESH GRAMIN BANK	83,39,466	95	0.001%	10	10.526%
2021-2022	486	MADHYANCHAL GRAMIN BANK	14,48,740	12	0.001%	10	83.333%
2021-2022	487	MADURA MICRO FINANCE LIMITED	44,172	5	0.011%	5	100%
2021-2022	488	MAGMA HOUSING	0	1		0	0.00%
2021-2022	489	MAGMA ITL FINANCE LIMITED	0	287		12	4.181%
2021-2022	490	MAHALAXMI AUTOFIN PRIVATE LIMITED	0	1		1	100%
2021-2022	491	MAHARASHTRA GRAMIN BANK	86,54,169	97	0.001%	35	36.082%
2021-2022	492	MAHAVEER CO-OPERATIVE URBAN BANK LIMITED	1,542	4	0.259%	4	100%
2021-2022	493	MAHAVEER FINANCE INDIA LIMITED	2,33,061	19	0.008%	0	0.00%
2021-2022	494	MAHAVIRA FINLEASE LIMITED	2,496	1	0.040%	1	100%
2021-2022	495	MAHESH SAHAKARI BANK LTD.	19,185	5	0.026%	3	60.00%
2021-2022	496	MAHESH URBAN CO-OP BANK LIMITED, PARBHANI	42,338	16	0.038%	11	68.750%
2021-2022	497	MAHESH URBAN CO-OPERATIVE BANK LTD	47,781	6	0.013%	2	33.333%
2021-2022	498	MAHILA CO-OPERATIVE BANK LTD., BANGALORE	16,051	2	0.012%	2	100%
2021-2022	499	MAHINDRA & MAHINDRA FINANCIAL SERVICES LTD.	6,31,45,899	2,053	0.003%	50	2.435%
2021-2022	500	MAHINDRA RURAL HOUSING FINANCE LIMITED	3,09,87,290	220	0.001%	32	14.545%
2021-2022	501	MAHOBA URBAN CO-OPERATIVE BANK LTD., MAHOBA	1,067	1	0.094%	1	100%
2021-2022	502	MAITREYA CAPITAL AND BUSINESS SERVICES PRIVATE LIMITED	36,879	4	0.011%	1	25.00%
2021-2022	503	MALOO FINVEST SERVICES PRIVATE LIMITED	2,264	1	0.044%	1	100%
2021-2022	504	MALVIYA URBAN CO-OPERATIVE BANK LTD.	341	1	0.293%	1	100%
2021-2022	505	MALWA (LUDHIANA) MOTOR FINANCE LIMITED	2	2	100.00%	2	100%
2021-2022	506	MANAN FINANCIAL SERVICES PVT LTD.	0	1		1	100%
2021-2022	507	MANAPPURAM ASSET FINANCE LIMITED	3,577	1	0.028%	1	100%
2021-2022	508	MANAPPURAM FINANCE LIMITED	2,13,32,383	991	0.005%	813	82.038%
2021-2022	509	MANAPPURAM HOME FINANCE LIMITED	3,22,389	5	0.002%	5	100%
2021-2022	510	MANBA FINANCE LTD	7,40,901	169	0.023%	39	23.077%
2021-2022	511	MANGAL CREDIT AND FINCORP LIMITED	7,019	3	0.043%	0	0.00%
2021-2022	512	MANGALA INFIN LIMITED	1	1	100.00%	1	100%
2021-2022	513	MANGALDAI NAGAR SAMABAI BANK LTD., MANGALDAI	1,172	2	0.171%	2	100%
2021-2022	514	MANIBHAVNAM HOME FINANCE INDIA PRIVATE LIMITED	43,329	2	0.005%	2	100%
2021-2022	515	MANINAGAR CO-OPERATIVE BANK LIMITED	1,363	2	0.147%	2	100%
2021-2022	516	MANIPAL CO-OPERATIVE BANK LTD.,	4,882	7	0.143%	4	57.143%
2021-2022	517	MANIPAL HOUSING FINANCE SYNDICATE LIMITED	2,62,661	4	0.002%	4	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	518	MANSING CO-OPERATIVE BANK LTD., DUDHONDI, DIST. SANGLI	4,274	1	0.023%	1	100%
2021-2022	519	MANVI PATTANA SOUHARDA SAHAKARI BANK NI.	1,63,709	4	0.002%	4	100%
2021-2022	520	MAPAKSHI FINANCE LIMITED	0	1		1	100%
2021-2022	521	MARATHA CO-OPERATIVE BANK LTD. BELGAUM	65,539	4	0.006%	4	100%
2021-2022	522	MARGADARSHAK FINANCIAL SERVICES LIMITED	0	1		1	100%
2021-2022	523	MARUTI COUNTRYWIDE AUTO FINANCIAL SERVICES LTD	0	6		6	100%
2021-2022	524	MAS FINANCIAL SERVICES LIMITED	14,00,657	167	0.012%	4	2.395%
2021-2022	525	MASCOT PROJECTS PRIVATE LIMITED	0	2		2	100%
2021-2022	526	MATSYA FINCAP PRIVATE LIMITED	4,325	1	0.023%	1	100%
2021-2022	527	MAXVALUE CREDITS AND INVESTMENTS LIMITED	25,52,280	14	0.001%	11	78.571%
2021-2022	528	MEGHA FINLOAN PRIVATE LIMITED	59,344	4	0.007%	4	100%
2021-2022	529	MEGHA HOLDINGS PRIVATE LIMITED	31,109	2	0.006%	2	100%
2021-2022	530	MENTOR HOME LOANS INDIA LIMITED	45,259	12	0.027%	12	100%
2021-2022	531	MERCEDES-BENZ FINANCIAL SERVICES INDIA PVT. LTD.	7,77,329	184	0.024%	2	1.087%
2021-2022	532	MICRO UNITS DEVELOPMENT & REFINANCE AGENCY LIMITED	1,141	3	0.263%	0	0.00%
2021-2022	533	MINTIFI FINERVE PRIVATE LIMITED	22,952	28	0.122%	0	0.00%
2021-2022	534	MINTWALK FINTECH SERVICES PRIVATE LIMITED	45,752	3	0.007%	3	100%
2021-2022	535	MITRON CAPITAL PRIVATE LIMITED	16,513	16	0.097%	9	56.250%
2021-2022	536	MIZORAM RURAL BANK	4,64,304	4	0.001%	3	75.00%
2021-2022	537	MODEL CO-OP BANK LTD	25,546	1	0.004%	0	0.00%
2021-2022	538	MOGAVEERA CO-OPERATIVE BANK LTD., BOMBAY	50,801	3	0.006%	3	100%
2021-2022	539	MOGUL FINANCE PVT. LTD.	3,925	3	0.076%	3	100%
2021-2022	540	MONEDO FINANCIAL SERVICES PRIVATE LIMITED	9,928	7	0.071%	2	28.571%
2021-2022	541	MONEXO FINTECH PRIVATE LIMITED	27,403	32	0.117%	18	56.250%
2021-2022	542	MONEY2ME FINANCE PRIVATE LIMITED	6,668	1	0.015%	0	0.00%
2021-2022	543	MONEYWISE FINANCIAL SERVICES PVT. LTD.	2,67,635	181	0.068%	6	3.315%
2021-2022	544	MORADABAD ZILA SAHKARI BANK LTD.	0	5		5	100%
2021-2022	545	MOTI URBAN CO-OPERATIVE BANK LTD., TALODA,	10,581	2	0.019%	2	100%
2021-2022	546	MOTILAL OSWAL FINANCIAL SERVICES LTD.	0	1		1	100%
2021-2022	547	MOTILAL OSWAL FINVEST LIMITED	16,477	2	0.012%	2	100%
2021-2022	548	MOTILAL OSWAL HOME FINANCE LIMITED	18,89,543	10	0.001%	7	70.00%
2021-2022	549	MOTIRAM AGRAWAL JALNA MERCHANTS CO-OPERATIVE BANK LTD., JALNA	41,613	1	0.002%	1	100%
2021-2022	550	MPOKKET FINANCIAL SERVICES PRIVATE LIMITED	2,35,23,300	3,046	0.013%	17	0.558%
2021-2022	551	MS CHAPLOT INVESTMENTS PRIVATE LIMITED	16,756	3	0.018%	3	100%
2021-2022	552	MS. FINCAP PRIVATE LIMITED	28,496	6	0.021%	5	83.333%
2021-2022	553	MSFIN CREDIT PRIVATE LIMITED	17,225	1	0.006%	1	100%
2021-2022	554	MULAMOOTTIL FINANCIERS LIMITED	0	2		2	100%
2021-2022	555	MUMBAI DISTRICT CENTRAL CO-OP. BANK LTD.	1,11,919	33	0.029%	28	84.848%
2021-2022	556	MUTHOOT CAPITAL SERVICES LTD	74,99,776	147	0.002%	0	0.00%
2021-2022	557	MUTHOOT FINANCE LIMITED (FORMERLY MUTHOOT FINANCE PRIVATE LIMITED)	6,84,39,976	1,034	0.002%	288	27.853%
2021-2022	558	MUTHOOT FINCORP LIMITED	1,55,83,110	620	0.004%	2	0.323%
2021-2022	559	MUTHOOT HOMEFIN ( INDIA ) LIMITED	6,44,299	11	0.002%	1	9.091%
2021-2022	560	MUTHOOT HOUSING FINANCE COMPANY LIMITED	6,32,744	9	0.001%	6	66.667%
2021-2022	561	MUTHOOT MONEY LIMITED	81,356	4	0.005%	4	100%
2021-2022	562	MUTHOOT VEHICLE & ASSET FINANCE LTD.	1,88,834	19	0.010%	16	84.211%
2021-2022	563	MUTHOOTTU MINI FINANCIERS LIMITED	12,67,653	20	0.002%	20	100%
2021-2022	564	MY FINANCE CLUB LIMITED	1,02,429	3	0.003%	3	100%
2021-2022	565	N M FINANCIERS PRIVATE LIMITED	1,59,839	10	0.006%	2	20.00%
2021-2022	566	NABSAMRUDDHI FINANCE LIMITED	857	1	0.117%	0	0.00%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	(F)
2021-2022	567	NADIA DISTRICT CENTRAL COOPERATIVE BANK LTD	60,796	2	0.003%	2	100%
2021-2022	568	NAGARIK SAHAKARI BANK LTD. DURG	3,292	1	0.030%	1	100%
2021-2022	569	NAGARIK SAHAKARI BANK MARYADIT RAJGARH BIAORA	799	1	0.125%	1	100%
2021-2022	570	NAGPUR NAGARIK SAHAKARI BANK LTD	95,848	11	0.011%	10	90.909%
2021-2022	571	NAHAR CREDITS PRIVATE LIMITED	1,15,485	271	0.235%	49	18.081%
2021-2022	572	NAINI FINCAP LIMITED	6,002	2	0.033%	2	100%
2021-2022	573	NAINITAL ZILA SAHAKARI BANK LTD (NAINITAL DISTRICT CO-OPERATIVE BANK LTD	49,221	3	0.006%	3	100%
2021-2022	574	NAMDEV FINVEST PRIVATE LIMITED	81,242	1	0.001%	1	100%
2021-2022	575	NARODA NAGRIK COOPERATIVE BANK LTD., AHMEDABAD	42,121	8	0.019%	3	37.500%
2021-2022	576	NASHIK ZILHA SARKARI AND PARISHAD KARMACHARI SAHAKRI BANK NIYAMIT	1,20,972	1	0.001%	1	100%
2021-2022	577	NASIK DISTRICT CENTRAL CO-OPERATIVE BANK LIMITED	16,83,227	1	0.000%	0	0.00%
2021-2022	578	NASIK FINANCE PVT. LTD.	64,299	1	0.002%	1	100%
2021-2022	579	NATIONAL SKILL DEVELOPMENT CORPORATION PRIVATE LTD	4,073	3	0.074%	0	0.00%
2021-2022	580	NATIONAL TRUST HOUSING FINANCE LIMITED	1,04,063	9	0.009%	8	88.889%
2021-2022	581	NATWEST MARKETS PLC	558	18	3.226%	8	44.444%
2021-2022	582	NAVARATHNA FINANCIAL SERVICES LIMITED	9,857	16	0.162%	0	0.00%
2021-2022	583	NAVI FINSERV LIMITED	20,75,813	369	0.018%	20	5.420%
2021-2022	584	NAVI MUMBAI CO-OPERATIVE BANK LTD	54,095	6	0.011%	4	66.667%
2021-2022	585	NAWANAGAR CO-OPERATIVE BANK LTD.	34,723	2	0.006%	2	100%
2021-2022	586	NDX P2P PRIVATE LIMITED	13,48,189	608	0.045%	1	0.164%
2021-2022	587	NEELKANTH COOPERATIVE BANK LTD., SOLAPUR	10,189	2	0.020%	2	100%
2021-2022	588	NEEV CREDIT PRIVATE LIMITED	28,461	15	0.053%	0	0.00%
2021-2022	589	NEOGROWTH CREDIT PRIVATE LIMITED	6,92,451	228	0.033%	21	9.211%
2021-2022	590	NEW INDIA CO-OPERATIVE BANK LTD	1,16,411	20	0.017%	18	90.00%
2021-2022	591	NICE FINANCE AND LEASING PRIVATE LIMITED	6,121	1	0.016%	1	100%
2021-2022	592	NIDO HOME FINANCE LIMITED	4,94,823	42	0.008%	10	23.810%
2021-2022	593	NIKON FINLEASE PRIVATE LIMITED	0	4		4	100%
2021-2022	594	NIMISHA FINANCE INDIA PRIVATE LIMITED	0	4		4	100%
2021-2022	595	NIRMAL URBAN COOPERATIVE BANK LTD	12,298	1	0.008%	1	100%
2021-2022	596	NISSAN RENAULT FINANCIAL SERVICES INDIA PRIVATE LIMITED	12,31,734	85	0.007%	1	1.176%
2021-2022	597	NIVARA HOME FINANCE LIMITED	1,38,645	5	0.004%	0	0.00%
2021-2022	598	NIYOGIN FINTECH LIMITED	13,250	5	0.038%	3	60.00%
2021-2022	599	NJ CAPITAL PRIVATE LIMITED	0	4		4	100%
2021-2022	600	NKC FINANCE PRIVATE LIMITED	1,965	1	0.051%	1	100%
2021-2022	601	NKGSB CO-OPERATIVE BANK LTD.	4,31,165	64	0.015%	15	23.438%
2021-2022	602	NORTH EAST SMALL FINANCE BANK LIMITED	9,72,828	11	0.001%	10	90.909%
2021-2022	603	NORTH EASTERN DEVELOPMENT FINANCE CORP. LTD.	37,409	1	0.003%	1	100%
2021-2022	604	NORTHERN ARC CAPITAL LIMITED	23,20,343	1,134	0.049%	6	0.529%
2021-2022	605	NORTHERN RAILWAY MULTI STATE PRIMARY CO-OP BANK LTD, LUCKNOW	43,531	26	0.060%	26	100%
2021-2022	606	NUTAN NAGARIK SAHAKARI BANK LTD.	96,525	7	0.007%	3	42.857%
2021-2022	607	NUVAMA WEALTH FINANCE LIMITED	28,873	2	0.007%	2	100%
2021-2022	608	ODISHA GRAMYA BANK	45,73,773	28	0.001%	1	3.571%
2021-2022	609	OH MY LOAN PRIVATE LTD	15,343	61	0.398%	0	0.00%
2021-2022	610	OM FINANCIAL SERVICES INDIA LIMITED	68,694	6	0.009%	5	83.333%
2021-2022	611	OMKARA ASSETS RECONSTRUCTION PRIVATE LIMITED	7,77,445	22	0.003%	19	86.364%
2021-2022	612	OMPRAKASH DEORA PEOPLES CO-OP BANK LTD., HINGOLI	2,105	28	1.330%	28	100%
2021-2022	613	ONE CAPITAL LTD	104	52	50.00%	15	28.846%
2021-2022	614	OPTACREDIT FINTECH PRIVATE LIMITED	0	3		3	100%
2021-2022	615	OPTIMUS FINANCE LIMITED	4	2	50.00%	2	100%

### Complaints registered against the CIs with CIs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	616	ORANGE RETAIL FINANCE INDIA PRIVATE LIMITED	11,91,168	10	0.001%	5	50.00%
2021-2022	617	ORICRED FINSERV PRIVATE LIMITED	695	1	0.144%	1	100%
2021-2022	618	ORIENTAL BANK OF COMMERCE	2	4	200.00%	3	75.00%
2021-2022	619	ORIGA LEASE FINANCE PRIVATE LIMITED	4,883	5	0.102%	4	80.00%
2021-2022	620	ORIGO FINANCE PRIVATE LIMITED	94,352	1	0.001%	1	100%
2021-2022	621	ORIX LEASING & FINANCIAL SERVICES INDIA LIMITED	1,62,354	5	0.003%	2	40.000%
2021-2022	622	OSMANABAD JANATA SAHAKARI BANK LTD., OSMANABAD	1,35,746	2	0.001%	2	100%
2021-2022	623	OXY FINCORP	0	1		0	0.00%
2021-2022	624	OXYZO FINANCIAL SERVICES PRIVATE LIMITED	17,084	10	0.059%	8	80.00%
2021-2022	625	P C FINANCIAL SERVICES PRIVATE LIMITED	0	549		163	29.690%
2021-2022	626	PADMASAI FINANCE PRIVATE LIMITED	1,952	10	0.512%	7	70.00%
2021-2022	627	PAISABUDDY FINANCE PRIVATE LIMITED	16,716	2	0.012%	2	100%
2021-2022	628	PAISALO DIGITAL LIMITED	11,83,209	46	0.004%	7	15.217%
2021-2022	629	PALLAVAN GRAMA BANK	0	1		0	0.00%
2021-2022	630	PALUS SAHAKARI BANK LTD.	26,383	4	0.015%	2	50.00%
2021-2022	631	PARAGON FINANCE LIMITED	551	1	0.181%	0	0.00%
2021-2022	632	PARAS CAPFIN COMPANY PRIVATE LIMITED	95,134	2	0.002%	2	100%
2021-2022	633	PARIKA INVESTMENTS PRIVATE LIMITED	0	1		1	100%
2021-2022	634	PARNAMI FINANCE LIMITED	2,693	1	0.037%	1	100%
2021-2022	635	PARSHWANATH CO-OP BANK LTD.	19,182	2	0.010%	2	100%
2021-2022	636	PASCHIM BANGA GRAMIN BANK	16,84,030	25	0.001%	11	44.00%
2021-2022	637	PATHANAMTHITTA DISTRICT CO-OPERATIVE BANK LTD., PATHANMTHITTA	18,39,061	16	0.001%	14	87.500%
2021-2022	638	PATRON LEASING & FINANCE PVT. LTD.	2,669	2	0.075%	2	100%
2021-2022	639	PAUL MERCHANTS FINANCE PRIVATE LIMITED	66,807	14	0.021%	9	64.286%
2021-2022	640	PAYME INDIA FINANCIAL SERVICES PRIVATE LIMITED	0	548		206	37.591%
2021-2022	641	PAYU FINANCE INDIA PRIVATE LIMITED	18,32,119	608	0.033%	324	53.289%
2021-2022	642	PERFECT CAPITAL SERVICES LIMITED	2,66,627	24	0.009%	1	4.167%
2021-2022	643	PERFECT FINSEC PRIVATE LIMITED	1,18,852	15	0.013%	4	26.667%
2021-2022	644	PHOENIX ARC PRIVATE LIMITED	65,76,947	1,108	0.017%	58	5.235%
2021-2022	645	PIMPRI CHINCHWAD SAHAKARI BANK MARYADIT	73,448	2	0.003%	2	100%
2021-2022	646	PINK CITY FINCAP PRIVATE LIMITED	15,783	1	0.006%	1	100%
2021-2022	647	PINNACLE CAPITAL SOLUTIONS PRIVATE LIMITED	16,922	80	0.473%	20	25.00%
2021-2022	648	PIONEER AUTO & CREDIT PRIVATE LIMITED	2,249	3	0.133%	3	100%
2021-2022	649	PIONEER FINANCE COMPANY PVT. LTD.	1,46,467	16	0.011%	13	81.250%
2021-2022	650	PIRAMAL CAPITAL & HOUSING FINANCE LIMITED	10,81,848	145	0.013%	5	3.448%
2021-2022	651	PITHORAGARH DISTRICT CO-OPERATIVE BANK LTD.,PITHORAGARH	1,14,198	13	0.011%	7	53.846%
2021-2022	652	PNB HOUSING FINANCE LIMITED	59,59,096	316	0.005%	52	16.456%
2021-2022	653	PNY SABHA FINANCE LIMITED	1,65,564	4	0.002%	4	100%
2021-2022	654	PODS FINSERV PRIVATE LIMITED	5,645	51	0.903%	11	21.569%
2021-2022	655	POOJA FINLEASE LIMITED	0	46		12	26.087%
2021-2022	656	POONAWALLA CREDIT PRIVATE LIMITED	9,678	37	0.382%	31	83.784%
2021-2022	657	POONAWALLA FINANCE PVT LTD	79,857	68	0.085%	0	0.00%
2021-2022	658	POONAWALLA FINCORP LIMITED	1,10,51,544	434	0.004%	6	1.382%
2021-2022	659	POORNAWADI NAGRIK SAHAKARI BANK M. BEED	1,55,680	10	0.006%	0	0.00%
2021-2022	660	PRADAKSHANA FINTECH PRIVATE LIMITED	1,45,769	55	0.038%	24	43.636%
2021-2022	661	PRATHAMA UP GRAMIN BANK	1,91,75,343	58	0.000%	41	70.690%
2021-2022	662	PRAVARA SAHAKARI BANK LTD.	59,598	2	0.003%	2	100%
2021-2022	663	PRAVEEN CAPITAL PRIVATE LIMITED	60,949	5	0.008%	5	100%
2021-2022	664	PRERANA CO-OPERATIVE BANK LTD.	22,911	6	0.026%	2	33.333%
2021-2022	665	PRIME CO-OPERATIVE BANK LTD.,SURAT	3,12,398	4	0.001%	3	75.00%
2021-2022	666	PRIYADARSHANI MAHILA NAGARI SAHAKARI BANK LTD.BEED	8,485	1	0.012%	1	100%
2021-2022	667	PRIYADARSHANI URBAN CO-OPERATIVE BANK LTD., KALLAM	25,676	1	0.004%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	668	PROFECTUS CAPITAL PRIVATE LIMITED	81,020	3	0.004%	1	33.333%
2021-2022	669	PROGRESSIVE CO-OPERATIVE BANK LTD.	16,366	2	0.012%	2	100%
2021-2022	670	PROTIUM FINANCE LIMITED	5,31,413	77	0.014%	65	84.416%
2021-2022	671	PUNE CANTONMENT SAHAKARI BANK LIMITED, PUNE	1,01,773	2	0.002%	0	0.00%
2021-2022	672	PUNE PEOPLE'S CO-OP. BANK LTD, PUNE	2,72,871	20	0.007%	2	10.00%
2021-2022	673	PUNE URBAN CO-OPERATIVE BANK LTD.	58,523	17	0.029%	17	100%
2021-2022	674	PUNJAB AND MAHARASHTRA CO-OPERATIVE BANK LTD.	1,95,583	70	0.036%	4	5.714%
2021-2022	675	PUNJAB AND SIND BANK	91,15,808	177	0.002%	122	68.927%
2021-2022	676	PUNJAB GRAMIN BANK	25,75,060	58	0.002%	3	5.172%
2021-2022	677	PUNJAB NATIONAL BANK	10,76,68,604	8,132	0.008%	1,068	13.133%
2021-2022	678	PUNJAB RELIABLE INVESTMENTS PVT. LTD.	5,496	1	0.018%	1	100%
2021-2022	679	PUPIL FINANCE PRIVATE LIMITED	0	3		3	100%
2021-2022	680	PURVANCHAL BANK	28,64,422	17	0.001%	17	100%
2021-2022	681	Q - FACTOR FINANCE & INVESTMENTS PVT. LTD.	8,394	7	0.083%	7	100%
2021-2022	682	QUADRILLION FINANCE PRIVATE LIMITED	0	327		69	21.101%
2021-2022	683	R K B SERVICES PRIVATE LIMITED	0	3		3	100%
2021-2022	684	RADHAKRISHNA FINANCE PRIVATE LIMITED	2,74,358	1	0.000%	1	100%
2021-2022	685	RAIGAD SAHAKARI BANK LIMITED	1,304	2	0.153%	2	100%
2021-2022	686	RAILWAY EMPLOYEES CO-OPERATIVE BANK	1,72,801	17	0.010%	16	94.118%
2021-2022	687	RAILWAY EMPLOYEES COOPERATIVE BANKING SOCIETY LTD. JODHPUR	19,512	2	0.010%	0	0.00%
2021-2022	688	RAINBOW DIGITAL SERVICES PRIVATE LIMITED	4,653	1	0.021%	1	100%
2021-2022	689	RAJARAMBAU SAHAKARI BANK LTD	85,861	17	0.020%	6	35.294%
2021-2022	690	RAJARSHI SHAHU GOVERNMENT SERVANTS CO-OP BANK LTD	81,497	5	0.006%	5	100%
2021-2022	691	RAJASHRI SHAHU SAHAKARI BANK MARYADIT	58,443	3	0.005%	3	100%
2021-2022	692	RAJASTHAN FC	7,418	2	0.027%	1	50.00%
2021-2022	693	RAJASTHAN MARUDHARA GRAMIN BANK	45,26,298	67	0.001%	27	40.299%
2021-2022	694	RAJDHANI NAGAR SAHAKARI BANK LTD.	1,135	1	0.088%	0	0.00%
2021-2022	695	RAJE VIKRAMSINH GHATAGE CO-OPERATIVE BANK LTD	2,29,167	8	0.003%	8	100%
2021-2022	696	RAJGURUNAGAR SAHAKARI BANK LTD, PUNE	2,77,420	14	0.005%	8	57.143%
2021-2022	697	RAJKAMAL LEASING & INVESTMENTS PRIVATE LIMITED	78	1	1.282%	1	100%
2021-2022	698	RAJKOT NAGARIK SAHAKARI BANK LTD.	12,85,361	64	0.005%	17	26.563%
2021-2022	699	RAJLAXMI URBAN CO-OPERATIVE BANK LIMITED	5,345	1	0.019%	1	100%
2021-2022	700	RAJMATA URBAN CO-OPERATIVE BANK LTD.MANGALWEDHA	7,709	3	0.039%	3	100%
2021-2022	701	RAMANATHAPURAM DISTRICT CENTRAL CO-OPERATIVE BANK LTD	8,88,975	1	0.000%	1	100%
2021-2022	702	RAMGARHIA CO-OPERATIVE BANK LTD.	2,718	4	0.147%	2	50.00%
2021-2022	703	RAMTIRTH LEASING AND FINANCE COMPANY PRIVATE LIMITED	12	5	41.667%	5	100%
2021-2022	704	RANJIT FINTRADE PRIVATE LIMITED	0	4		4	100%
2021-2022	705	RATNAGIRI DISTRICT CENTRAL CO-OPERATIVE BANK LTD , RATNAGIRI	5,89,795	7	0.001%	7	100%
2021-2022	706	RATTANINDIA FINANCE PRIVATE LIMITED	75,281	56	0.074%	7	12.500%
2021-2022	707	RAVI FINCORP LIMITED	15,737	2	0.013%	0	0.00%
2021-2022	708	RB MONEY FINANCIAL SERVICES PRIVATE LIMITED	7,386	5	0.068%	4	80.00%
2021-2022	709	RBA FINANCE PVT. LIMITED	34,939	2	0.006%	2	100%
2021-2022	710	RBL BANK	2,05,70,115	2,069	0.010%	248	11.986%
2021-2022	711	RBL-BFL CO-BRANDED CARDS PROGRAMME	3,27,16,130	1,885	0.006%	1	0.053%
2021-2022	712	RBSG CAPITAL PRIVATE LIMITED	19,313	1	0.005%	1	100%
2021-2022	713	REGENCY SHARES & HOLDINGS P. LTD.	8,202	55	0.671%	8	14.545%
2021-2022	714	RELIANCE ASSET RECONSTRUCTION COMPANY LIMITED	31,77,044	252	0.008%	1	0.397%
2021-2022	715	RELIANCE CAPITAL LIMITED	8,82,589	35	0.004%	28	80.00%
2021-2022	716	RELIANCE CONSUMER FINANCE PRIVATE LIMITED	0	478		229	47.908%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI
		(A)	(B)	(C)	(D) [C as a % of B]	(E)	(F) [E as a % of C]
2021-2022	717	RELIANCE HOME FINANCE LIMITED (RELIANCE HOME FINANCE PRIVATE LIMITED)	2,95,446	124	0.042%	1	0.806%
2021-2022	718	RELIGARE FINVEST LIMITED	2,56,954	103	0.040%	5	4.854%
2021-2022	719	RELIGARE HOUSING DEVELOPMENT FINANCE CORP. LTD.	1,57,011	20	0.013%	1	5.000%
2021-2022	720	REPCO HOME FINANCE LTD.	18,82,794	77	0.004%	60	77.922%
2021-2022	721	RHINO FINANCE PRIVATE LIMITED	55	683	1241.818%	245	35.871%
2021-2022	722	RICAVI FINANCE LIMITED	38,045	4	0.011%	3	75.00%
2021-2022	723	RISHIGANGA FINANCE LIMITED	611	1	0.164%	1	100%
2021-2022	724	RIVAZ FINANCE LIMITED	11,794	5	0.042%	5	100%
2021-2022	725	RMK FINCORP PRIVATE LIMITEDE	28,574	6	0.021%	3	50.00%
2021-2022	726	RNVP TECHNOLOGY PRIVATE LIMITED	1,97,870	14	0.007%	10	71.429%
2021-2022	727	ROYAL SECURITIES LIMITED	17,51,815	20	0.001%	12	60.00%
2021-2022	728	RSA FINCORP PRIVATE LIMITED	1,313	1	0.076%	1	100%
2021-2022	729	RTF FINANCIAL SERVICES PVT LTD	14,802	2	0.014%	2	100%
2021-2022	730	RUPEEK CAPITAL PRIVATE LIMITED	19,26,817	108	0.006%	0	0.00%
2021-2022	731	RUPITOL FINANCE PRIVATE LIMITED	37,559	1	0.003%	1	100%
2021-2022	732	SADGURU NAGRIK SAHAKARI BANK MARYADIT	20,173	1	0.005%	1	100%
2021-2022	733	SADHANA SAHAKARI BANK LIMITED	97,736	7	0.007%	4	57.143%
2021-2022	734	SAFE FINLEASE PRIVATE LIMITED	4,038	6	0.149%	5	83.333%
2021-2022	735	SAGAR DEPOSITS & ADVANCES LIMITED	996	3	0.301%	3	100%
2021-2022	736	SAHARA HOUSINGFINA CORPORATION LIMITED	8,622	1	0.012%	1	100%
2021-2022	737	SAI POINT FINANCE CORPORATION LIMITED	11,34,494	21	0.002%	21	100%
2021-2022	738	SAI ROSHNI CAPITAL PRIVATE LIMITED	77,972	27	0.035%	15	55.556%
2021-2022	739	SAIBABA NAGARI SAHAKARI BANK MARYADIT	81,474	9	0.011%	9	100%
2021-2022	740	SAINIK FINANCE & INDUSTRIES LIMITED	0	1		1	100%
2021-2022	741	SAMARTH SAHAKARI BANK LTD, SOLAPUR	3,99,225	9	0.002%	4	44.444%
2021-2022	742	SAMARTH SAHAKARI BANK MARYADIT, JALNA	71,184	2	0.003%	2	100%
2021-2022	743	SAMPADA SAHAKARI BANK LTD., PUNE	28,579	22	0.077%	6	27.273%
2021-2022	744	SAMPATHI CREDITS PRIVATE LIMITED	92,776	13	0.014%	12	92.308%
2021-2022	745	SAMPATI SECURITIES LIMITED	65	1	1.538%	1	100%
2021-2022	746	SAMRUDDHI CO-OPERATIVE BANK LIMITED ,NAGPUR	4,974	4	0.080%	4	100%
2021-2022	747	SAMUNNATI FINANCIAL INTERMEDIATION & SERVICES PRIVATE LIMITED	22,12,601	5	0.000%	3	60.00%
2021-2022	748	SANGLI DISTRICT CENTRAL CO-OPERATIVE BANK LIMITED	38,060	2	0.005%	2	100%
2021-2022	749	SANGLI DISTRICT PRIMARY TEACHERS CO-OPERATIVE BANK LTD.,SANGLI	96,279	10	0.010%	9	90.00%
2021-2022	750	SANGLI URBAN CO-OPERATIVE BANK LTD.	2,75,909	87	0.032%	5	5.747%
2021-2022	751	SANGOLA URBAN CO OP BANK LIMITED SANGOLA	93,185	4	0.004%	0	0.00%
2021-2022	752	SANJAY SECURITIES LIMITED	21,733	2	0.009%	1	50.00%
2021-2022	753	SANMITRA SAHAKARI BANK LIMITED, PUNE, MAHARASHTRA STATE	24,867	7	0.028%	7	100%
2021-2022	754	SANT SOPANKAKA SAHAKARI BANK LTD.	1,27,953	11	0.009%	2	18.182%
2021-2022	755	SAPTAGIRI GRAMEENA BANK	28,45,243	30	0.001%	3	10.00%
2021-2022	756	SARAKARI NAUKARARA SAHAKARI BANK NIYAMIT,VIJAYAPUR	62,469	26	0.042%	17	65.385%
2021-2022	757	SARASWAT CO-OP BANK LTD	23,51,789	103	0.004%	6	5.825%
2021-2022	758	SARDA RESOURCES PRIVATE LIMITED	1,293	1	0.077%	1	100%
2021-2022	759	SARJERAODADA NAIK SHIRALA SAHAKARI BANK LTD., SHIRALA	7,532	2	0.027%	2	100%
2021-2022	760	SARVA HARYANA GRAMIN BANK	35,84,622	287	0.008%	78	27.178%
2021-2022	761	SARVODAYA COMMERCIAL CO-OPERATIVE BANK LIMITED	91,625	53	0.058%	20	37.736%
2021-2022	762	SARVODAYA CO-OPERATIVE BANK LTD., BHANDUP (WEST) MUMBAI	15,933	2	0.013%	2	100%
2021-2022	763	SARVOTTAM FINCAP LIMITED	0	3		3	100%
2021-2022	764	SATARA DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	7,02,701	6	0.001%	1	16.667%
2021-2022	765	SATIN CREDITCARE NETWORK LTD.	9,423	5	0.053%	4	80.00%



### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2021-2022	766	SATIN HOUSING FINANCE LIMITED	69,561	2	0.003%	2	100%
2021-2022	767	SAURASHTRA GRAMIN BANK	30,32,263	94	0.003%	1	1.064%
2021-2022	768	SAVE FINANCIAL PRIVATE LIMITED	15,770	1	0.006%	0	0.00%
2021-2022	769	SAVE HOUSING FINANCE LIMITED	22,160	4	0.018%	2	50.00%
2021-2022	770	SAYYAM INVESTMENTS PRIVATE LIMITED	1,85,849	5	0.003%	5	100%
2021-2022	771	SBFC FINANCE LIMITED	15,86,723	193	0.012%	10	5.181%
2021-2022	772	SBI CARDS AND PAYMENT SERVICES PVT LTD	18,96,48,444	9,460	0.005%	336	3.552%
2021-2022	773	SBI COMMERCIAL & INVESTMENTS	1	2	200.00%	1	50.00%
2021-2022	774	SBI GLOBAL FACTORS LIMITED	3,278	1	0.031%	0	0.00%
2021-2022	775	SBM BANK (INDIA) LIMITED	3,98,850	274	0.069%	28	10.219%
2021-2022	776	SBPP COOP BANK LTD	1,77,343	2	0.001%	2	100%
2021-2022	777	SELFIN INDIA FINANCIAL SERVICES PRIVATE LIMITED	0	2		2	100%
2021-2022	778	SEWA GRIH RIN LIMITED	45,020	1	0.002%	1	100%
2021-2022	779	SEYAD SHARIAT FINANCE LIMITED	80,167	3	0.004%	3	100%
2021-2022	780	SHAHA FINLEASE PRIVATE LIMITED	1,62,959	157	0.096%	109	69.427%
2021-2022	781	SHAKUNTAM SECURITIES PRIVATE LIMITED	37	1	2.703%	0	0.00%
2021-2022	782	SHANKAR NAGARI SAHAKARI BANK LTD. , NANDED	4,708	6	0.127%	6	100%
2021-2022	783	SHANKARRAO MOHITE-PATIL SAHAKARI BANK LTD.AKLJ	5,344	5	0.094%	4	80.00%
2021-2022	784	SHARAD SAHAKARI BANK LTD, PUNE	2,18,949	12	0.005%	2	16.667%
2021-2022	785	SHARE INDIA FINCAP PRIVATE LIMITED	75	5	6.667%	3	60.00%
2021-2022	786	SHAREKHAN BNP PARIBAS FINANCIAL SERVICES LIMITED	12,047	2	0.017%	2	100%
2021-2022	787	SHIKSHA FINANCIAL SERVICES INDIA PRIVATE LIMITED	12,75,806	17	0.001%	9	52.941%
2021-2022	788	SHIKSHAK SAHAKARI BANK LTD	50,322	3	0.006%	2	66.667%
2021-2022	789	SHINE BLUE HIRE PURCHASE LIMITED	1,519	1	0.066%	1	100%
2021-2022	790	SHINHAN BANK	80,055	12	0.015%	2	16.667%
2021-2022	791	SHIRPUR PEOPLE'S CO-OPERATIVE BANK LTD. SHIRPUR	63,145	1	0.002%	0	0.00%
2021-2022	792	SHIVAJI NAGARI SAHAKARI BANK LTD., PAITHAN	44,385	6	0.014%	1	16.667%
2021-2022	793	SHIVAJIRAO BHOSALE SAHAKARI BANK LTD	0	3		3	100%
2021-2022	794	SHIVALIK SMALL FINANCE BANK LIMITED	3,41,181	21	0.006%	2	9.524%
2021-2022	795	SHIVDAULAT SAHAKARI BANK LTD.,MALHARPETH,TAL.PATAN	79,177	3	0.004%	3	100%
2021-2022	796	SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD.	80,426	1	0.001%	1	100%
2021-2022	797	SHREE CO-OPERATIVE BANK LTD.	3,675	9	0.245%	9	100%
2021-2022	798	SHREE GANGA FINANCE PRIVATE LIMITED	2,743	1	0.036%	1	100%
2021-2022	799	SHREE KADI NAGARIK SAHAKARI BANK LTD.	1,12,232	1	0.001%	1	100%
2021-2022	800	SHREE MAHALAKSHMI CO-OPERATIVE BANK LTD.	34,744	4	0.012%	4	100%
2021-2022	801	SHREE MAHESH CO-OPERATIVE BANK LTD., NASHIK	16,265	1	0.006%	1	100%
2021-2022	802	SHREE PANCHAGANGA NAGARI SAHAKARI BANK LTD., KOLHAPUR	1,07,372	1	0.001%	1	100%
2021-2022	803	SHREE SHARADA SAHAKARI BANK LTD.	98,723	6	0.006%	1	16.667%
2021-2022	804	SHREE VARDHAMAN SAHAKARI BANK LTD, BARODA	21,853	4	0.018%	4	100%
2021-2022	805	SHREE WARANA SAHAKARI BANK LIMITED	2,82,001	16	0.006%	10	62.50%
2021-2022	806	SHRI ANAND NAGARI SAHAKARI BANK LIMITED	20,012	2	0.010%	2	100%
2021-2022	807	SHRI BASAVESHWAR URBAN CO-OPERATIVE BANK LTD.	2,33,186	17	0.007%	16	94.118%
2021-2022	808	SHRI BHARAT URBAN COOP BANK LIMITED, JAISINGPUR	16,032	2	0.012%	2	100%
2021-2022	809	SHRI CHHATRAPATI RAJASHRI SHAHU URBAN CO-OP BANK LTD; BEED	1,61,858	10	0.006%	4	40.000%
2021-2022	810	SHRI GAJANAN NAGARI SAHAKARI BANK LTD., BEED	2,016	3	0.149%	2	66.667%
2021-2022	811	SHRI GANESH SAHAKARI BANK LTD.	15,443	6	0.039%	6	100%
2021-2022	812	SHRI KANYAKA NAGARI SAHAKARI BANK LTD.	90,485	5	0.006%	4	80.00%



### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2021-2022	813	SHRI RAJKOT DISTRICT CENTRAL CO-OPERATIVE BANK LTD	4,82,750	3	0.001%	3	100%
2021-2022	814	SHRI SHIDDESHWAR CO-OPERATIVE BANK LTD., BIJAPUR	46,359	2	0.004%	2	100%
2021-2022	815	SHRI VEERSHAIV CO-OP BANK LTD.	6,03,935	10	0.002%	9	90.00%
2021-2022	816	SHRI YASHWANT SAHAKARI BANK MARYADIT.KUDITRE	72,508	9	0.012%	8	88.889%
2021-2022	817	SHRIJEET FINANCE PRIVATE LIMITED	26,490	1	0.004%	1	100%
2021-2022	818	SHRIRAM CITY UNION FINANCE LIMITED	0	503		5	0.994%
2021-2022	819	SHRIRAM EQUIPMENT FINANCE COMPANY LIMITED	90	1,361	1512.222%	11	0.808%
2021-2022	820	SHRIRAM FINANCE LIMITED	3,21,01,844	58	0.000%	6	10.345%
2021-2022	821	SHRIRAM HOUSING FINANCE LIMITED	3,29,220	32	0.010%	29	90.625%
2021-2022	822	SHRIRAM URBAN CO-OPERATIVE BANK LTD.; NAGPUR	15,495	2	0.013%	1	50.00%
2021-2022	823	SHUBHAM HOUSING DEVELOPMENT FINANCE COMPANY PVT. LTD.	10,53,717	32	0.003%	2	6.250%
2021-2022	824	SICOM LIMITED	3,415	3	0.088%	3	100%
2021-2022	825	SICREVA CAPITAL SERVICES PVT. LTD.	1,79,79,439	1,830	0.010%	2	0.109%
2021-2022	826	SIDDAGANGA URBAN COOPERATIVE BANK LTD. TUMKUR	17,836	1	0.006%	1	100%
2021-2022	827	SIDDESHWAR SAHAKARI BANK LTD.	21,994	1	0.005%	1	100%
2021-2022	828	SIEMENS FINANCIAL SERVICES PRIVATE LIMITED	1,52,404	15	0.010%	8	53.333%
2021-2022	829	SIGNATUREGLOBAL CAPITAL PRIVATE LIMITED	0	1		1	100%
2021-2022	830	SIHOR MERCANTILE CO-OPERATIVE BANK LTD.	15,938	1	0.006%	1	100%
2021-2022	831	SILVER FINANCE AND LEASING LIMITED	1,728	2	0.116%	2	100%
2021-2022	832	SIMANDHAR FINLEASE PRIVATE LIMITED	50,272	1	0.002%	1	100%
2021-2022	833	SINGH FINLEASE PRIVATE LIMITED	4,673	1	0.021%	1	100%
2021-2022	834	SIR M. VISVESVARAYA CO-OP. BANK LTD.	37,695	12	0.032%	3	25.00%
2021-2022	835	SIRI IN FINLEASE PVT LTD	67	1	1.493%	1	100%
2021-2022	836	SIRMOUR FINANCIAL SERVICES LIMITED, CHANDIGARH	1,636	2	0.122%	1	50.00%
2021-2022	837	SIROHI HOME PRODUCTS PRIVATE LIMITED	12,298	10	0.081%	2	20.00%
2021-2022	838	SIVAGANGAI DISTRICT CENTRAL CO-OP. BANK LTD., SIVAGANGAI	6,11,942	1	0.000%	1	100%
2021-2022	839	SK FINANCE LIMITED	42,41,920	49	0.001%	0	0.00%
2021-2022	840	SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA	4,27,286	28	0.007%	18	64.286%
2021-2022	841	SMFG INDIA CREDIT COMPANY LIMITED	2,04,75,477	1,388	0.007%	117	8.429%
2021-2022	842	SMFG INDIA HOME FINANCE COMPANY LIMITED	0	14		13	92.857%
2021-2022	843	SMRITI NAGRIK SAHAKARI BANK MARYADIT	11,816	3	0.025%	3	100%
2021-2022	844	SNAPMINT FINANCIAL SERVICES PRIVATE LIMITED	0	105		68	64.762%
2021-2022	845	SOLAPUR JANATA SAHAKARI BANK LTD	5,01,849	83	0.017%	8	9.639%
2021-2022	846	SOUTH MALABAR GRAMIN BANK	180	5	2.778%	5	100%
2021-2022	847	SPANDANA SPOORTY FINANCIAL SERVICES LIMITED	1,14,071	4	0.004%	4	100%
2021-2022	848	SPECIFIED UNDERTAKING OF UNIT TRUST OF INDIA	0	1		1	100%
2021-2022	849	SPEEL FINANCE COMPANY PRIVATE LIMITED	0	91		66	72.527%
2021-2022	850	SREE SUBRAMANYESWARA CO-OPERATIVE BANK LTD.,BANGALORE	37,242	2	0.005%	2	100%
2021-2022	851	SREE THYAGARAJA CO-OPERATIVE BANK LTD.	70,691	2	0.003%	2	100%
2021-2022	852	SREI EQUIPMENT FINANCE LTD.	19,52,975	273	0.014%	110	40.293%
2021-2022	853	SRG HOUSING FINANCE LIMITED	2,95,482	15	0.005%	3	20.00%
2021-2022	854	SRG SECURITIES FINANCE LIMITED	2,137	6	0.281%	0	0.00%
2021-2022	855	SRI KANYAKAPARMESHWARI CO-OPERATIVE BANK LTD , MYSORE	3,632	7	0.193%	7	100%
2021-2022	856	SRI LAKSHMI MAHILA SAHAKARA BANK NIYAMITHA	1,077	1	0.093%	1	100%
2021-2022	857	SRI POTTI SRI RAMULU NELLORE DISTRICT COOPERATIVE CENTRAL BANK LTD.	1,447	1	0.069%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2021-2022	858	SRI SUDHA CO-OPERATIVE BANK LTD.	15,378	13	0.085%	10	76.923%
2021-2022	859	SRIMATHA MAHILA SAHAKARI BANK NIYAMITHA, BANGALORE	1,284	2	0.156%	2	100%
2021-2022	860	STANDARD CHARTERED BANK	1,91,52,347	2,696	0.014%	286	10.608%
2021-2022	861	STANDARD CHARTERED INVESTMENTS AND LOANS (I) LTD.	10,121	34	0.336%	27	79.412%
2021-2022	862	STARAGRI FINANCE LIMITED	42,760	11	0.026%	8	72.727%
2021-2022	863	STATE BANK OF INDIA	46,19,49,341	17,291	0.004%	5,537	32.022%
2021-2022	864	STATE BANK OF INDORE	180	53	29.444%	48	90.566%
2021-2022	865	STATE BANK OF SAURASHTRA	59	13	22.034%	13	100%
2021-2022	866	SUBHKIRAN CAPITAL LIMITED	4,59,424	1	0.000%	1	100%
2021-2022	867	SUBHLAKSHMI FINANCE PRIVATE LIMITED	1,72,446	6	0.003%	6	100%
2021-2022	868	SUCO SOUHARDA SAHAKARI BANK LTD., BELLARY	42,136	2	0.005%	1	50.00%
2021-2022	869	SUDHA CO-OPERATIVE URBAN BANK LTD	12,683	3	0.024%	0	0.00%
2021-2022	870	SUGAM COMMODEAL PRIVATE LIMITED	0	1		1	100%
2021-2022	871	SUGMYA FINANCE PRIVATE LIMITED	0	7		7	100%
2021-2022	872	SUKHCHAIN HIRE PURCHASE PRIVATE LIMITED	20,452	2	0.010%	2	100%
2021-2022	873	SULAIMANI CO-OPERATIVE BANK LTD., BARODA	8,874	1	0.011%	1	100%
2021-2022	874	SUNDARAM FINANCE LIMITED	1,29,47,414	658	0.005%	11	1.672%
2021-2022	875	SUNDARAM HOME FINANCE LIMITED	12,31,918	32	0.003%	7	21.875%
2021-2022	876	SUNDARLAL SAWJI URBAN CO-OPERATIVE BANK LTD. JINTUR	97,594	32	0.033%	19	59.375%
2021-2022	877	SUNEET FINMAN PRIVATE LIMITED	5,263	3	0.057%	3	100%
2021-2022	878	SUNIDHI CAPITAL PRIVATE LIMITED	25,203	327	1.297%	3	0.917%
2021-2022	879	SUNITA FINLEASE LIMITED	5,762	1	0.017%	1	100%
2021-2022	880	SUPREME HOUSING FINANCE LIMITED	39,564	1	0.003%	1	100%
2021-2022	881	SURYODAY MICRO FINANCE PRIVATE LIMITED	0	1		1	100%
2021-2022	882	SURYODAY SMALL FINANCE BANK LIMITED	6,11,758	17	0.003%	12	70.588%
2021-2022	883	SUSTAINABLE AGRO-COMMERCIAL FINANCE LIMITED	1,35,978	39	0.029%	0	0.00%
2021-2022	884	SUARNAYUG SAHAKARI BANK LIMITED	1,41,782	7	0.005%	6	85.714%
2021-2022	885	SV CREDITLINE LIMITED	0	1		1	100%
2021-2022	886	SVATANTRA MICRO HOUSING FINANCE CORPORATION LIMITED	2,69,021	1	0.000%	0	0.00%
2021-2022	887	SVC CO-OPERATIVE BANK LTD.	6,47,870	15	0.002%	14	93.333%
2021-2022	888	SWADHAAR FINSERVE PVT. LTD.	0	3		3	100%
2021-2022	889	SWARNA PRAGATI HOUSING MICROFINANCE PRIVATE LIMITED	4,12,184	2	0.000%	2	100%
2021-2022	890	SWASTIKA FIN-MART PRIVATE LIMITED	7,470	2	0.027%	2	100%
2021-2022	891	SWATANTRYA SENANI LATE SHRIPAL ALASE KURUNDWAD	0	3		0	0.00%
2021-2022	892	SWIKRUTEE FINANCE PRIVATE LIMITED	0	1		1	100%
2021-2022	893	SYNDICATE BANK	281	455	161.922%	17	3.736%
2021-2022	894	TAB CAPITAL PRIVATE LIMITED	3,703	3	0.081%	2	66.667%
2021-2022	895	TAMIL NADU GRAMA BANK	1,62,19,321	65	0.000%	20	30.769%
2021-2022	896	TAMILNAD MERCANTILE BANK LIMITED	1,45,88,139	226	0.002%	27	11.947%
2021-2022	897	TAMILNADU INDUSTRIAL INVESTMENT CORPORATION	2,41,197	11	0.005%	11	100%
2021-2022	898	TAPSTART CAPITAL PRIVATE LIMITED	1,75,897	23	0.013%	20	86.957%
2021-2022	899	TATA CAPITAL FINANCIAL SERVICES LIMITED	0	1,176		74	6.293%
2021-2022	900	TATA CAPITAL HOUSING FINANCE LTD.	17,44,056	235	0.013%	25	10.638%
2021-2022	901	TATA CAPITAL LIMITED	2,83,402	30	0.011%	8	26.667%
2021-2022	902	TATA MOTORS FINANCE LIMITED	24,43,467	192	0.008%	64	33.333%
2021-2022	903	TATKAL LOAN INDIA PRIVATE LIMITED	16,373	6	0.037%	0	0.00%
2021-2022	904	TEHRI GARHWAL ZILA SAHAKARI BANK LTD., NEW TEHRI, (UTTARAKHAND)	1,40,641	1	0.001%	1	100%
2021-2022	905	TELANGANA GRAMEENA BANK	72,39,043	96	0.001%	18	18.750%
2021-2022	906	TEXTILE TRADERS CO-OPERATIVE BANK LIMITED.	47,845	3	0.006%	3	100%
2021-2022	907	THANE BHARAT SAHAKARI BANK LTD	1,72,894	23	0.013%	10	43.478%
2021-2022	908	THANE DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	11,44,046	37	0.003%	36	97.297%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	
2021-2022	909	THE A P JANATA CO-OPERATIVE URBAN BANK LTD	2,775	1	0.036%	1	100%
2021-2022	910	THE ABHINAV SAHAKARI BANK LTD.	40,254	13	0.032%	2	15.385%
2021-2022	911	THE AGRASEN CO-OPERATIVE URBAN BANK LTD	9,594	6	0.063%	6	100%
2021-2022	912	THE AHMEDABAD DISTRICT CO-OPERATIVE BANK LTD	6,04,153	2	0.000%	0	0.00%
2021-2022	913	THE AHMEDABAD MERCANTILE COOPERATIVE BANK LTD.	47,926	1	0.002%	1	100%
2021-2022	914	THE AHMEDNAGAR MERCHANTS CO-OPERATIVE BANK LTD.	25,316	6	0.024%	2	33.333%
2021-2022	915	THE AJARA URBAN CO-OP BANK LTD;AJARA	3,10,934	78	0.025%	8	10.256%
2021-2022	916	THE AKOLA DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	2,23,717	3	0.001%	0	0.00%
2021-2022	917	THE AKOLA JANATA COMMERCIAL CO-OPERATIVE BANK LTD	95,997	12	0.013%	11	91.667%
2021-2022	918	THE AKOLA URBAN CO-OPERATIVE BANK LTD.	2,95,403	14	0.005%	10	71.429%
2021-2022	919	THE AMRELI JILLA MADHYASTHA SAHAKARI BANK LTD	8,65,340	7	0.001%	7	100%
2021-2022	920	THE AMRITSAR CENTRAL CO-OPERATIVE BANK LTD.	21,964	4	0.018%	4	100%
2021-2022	921	THE ANDHRA BANK EMPLOYEE'S CO-OPERATIVE BANK LIMITED	0	5		4	80.00%
2021-2022	922	THE ANDHRA PRADESH MAHESH CO-OPERATIVE BANK LTD.	8,933	2	0.022%	1	50.00%
2021-2022	923	THE ANNASHEB SAVANT CO-OP URBAN BANK MAHAD LTD.	2,27,081	4	0.002%	2	50.00%
2021-2022	924	THE ASHTA PEOPLE'S CO-OPERATIVE BANK LTD., ASHTA	31,104	2	0.006%	2	100%
2021-2022	925	THE BAGALKOT DISTRICT CENTRAL CO-OP BANK LTD	29,293	2	0.007%	2	100%
2021-2022	926	THE BANASKANTHA MERCANTILE CO-OP BANK LTD.	45,863	5	0.011%	4	80.00%
2021-2022	927	THE BANGALORE CITY CO-OPERATIVE BANK LTD.	96,899	2	0.002%	1	50.00%
2021-2022	928	THE BANK OF NOVA SCOTIA	397	1	0.252%	1	100%
2021-2022	929	THE BARAMATI SAHAKARI BANK LTD, BRAMATI	74,535	1	0.001%	1	100%
2021-2022	930	THE BATHINDA CENTRAL COOPERATIVE BANK LTD.	18,202	1	0.005%	1	100%
2021-2022	931	THE BECHARAJI NAGARIK SAHAKAI BANK LTD., BECHARAJI	16,229	3	0.018%	3	100%
2021-2022	932	THE BELLARY DISTRICT CO-OPERATIVE CENTRAL BANK LTD.	96,146	2	0.002%	2	100%
2021-2022	933	THE BETUL NAGRIK SAHAKARI BANK MARYADIT, BETUL	14,207	1	0.007%	1	100%
2021-2022	934	THE BHAGYALAKSHMI MAHILA SAHAKARI BANK LTD.	1,60,671	61	0.038%	7	11.475%
2021-2022	935	THE BHAGYODAYA COOPERATIVE BANK LTD.	35,162	1	0.003%	1	100%
2021-2022	936	THE BHANDARA URBAN CO-OPERATIVE BANK LTD.	1,10,196	6	0.005%	4	66.667%
2021-2022	937	THE BHARAT CO-OPERATIVE BANK (MUMBAI) LIMITED	6,81,825	119	0.017%	9	7.563%
2021-2022	938	THE BHARAT CO-OPERATIVE BANK LIMITED BANGALORE	13,163	3	0.023%	3	100%
2021-2022	939	THE BHARUCH DISTRICT CENTRAL CO-OPERATIVE BANK LTD	2,68,511	1	0.000%	1	100%
2021-2022	940	THE BHIWANI CENTRAL CO-OPERATIVE BANK LTD. BHIWANI	46,101	11	0.024%	10	90.909%
2021-2022	941	THE BHUJ MERCANTILE CO-OP. BANK LTD.	24,971	1	0.004%	1	100%
2021-2022	942	THE BIJAPUR DISTRICT CENTRAL CO-OPERATIVE BANK LTD	3,79,956	6	0.002%	5	83.333%
2021-2022	943	THE BUNDI URBAN CO-OPERATIVE BANK LTD. BUNDI	7,195	1	0.014%	0	0.00%
2021-2022	944	THE C.K.P CO-OPERATIVE BANK LIMITED	49	7	14.286%	5	71.429%

### Complaints registered against the CIs with CIs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI [E as a % of C]
		(A)	(B)	(C)	(D)	(E)	(F)
2021-2022	945	THE CHANDIGARH STATE CO-OPERATIVE BANK LTD.	52,515	4	0.008%	3	75.00%
2021-2022	946	THE CHANDWAD MERCHANTS CO-OPERATIVE BANK LIMITED	33,339	1	0.003%	1	100%
2021-2022	947	THE CHEMBUR NAGARIK SAHAKARI BANK LTD.	96,116	5	0.005%	4	80.00%
2021-2022	948	THE CHHAPI NAGRIK SAHAKARI BANK LTD.	84,388	4	0.005%	4	100%
2021-2022	949	THE CHIPLUN URBAN CO-OPERATIVE BANK LTD	88,123	5	0.006%	2	40.000%
2021-2022	950	THE CHITNAVISPURA SAHAKARI BANK LTD. NAGPUR	84,393	4	0.005%	4	100%
2021-2022	951	THE CITIZEN COOPERATIVE BANK LTD. JAMMU	39,153	9	0.023%	5	55.556%
2021-2022	952	THE CITIZEN CO-OPERATIVE BANK LTD., RAJAJINAGAR	9,288	2	0.022%	2	100%
2021-2022	953	THE CITIZENS URBAN CO-OPERATIVE BANK LTD., JALANDHAR	11,507	1	0.009%	1	100%
2021-2022	954	THE COIMBATORE DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	5,35,726	10	0.002%	10	100%
2021-2022	955	THE CO-OPERATIVE BANK OF RAJKOT LTD.	1,25,005	27	0.022%	0	0.00%
2021-2022	956	THE COOPERATIVE CITY BANK LTD.	19,209	6	0.031%	3	50.00%
2021-2022	957	THE COSMOS CO-OPERATIVE BANK LTD.	12,26,754	279	0.023%	21	7.527%
2021-2022	958	THE DAHOD MERCANTILE CO-OPERATIVE BANK LTD.	43,654	4	0.009%	2	50.00%
2021-2022	959	THE DAVANGERE URBAN CO-OPERATIVE BANK LTD. DAVANGERE	7,505	1	0.013%	1	100%
2021-2022	960	THE DECCAN MERCHANTS CO-OPERATIVE BANK LTD	30,756	19	0.062%	17	89.474%
2021-2022	961	THE DELHI STATE CO-OPERATIVE BANK LTD., NEW DELHI	3,12,050	31	0.010%	0	0.00%
2021-2022	962	THE DEVGAD URBAN CO-OPERATIVE BANK LTD, DEVGAD	54,763	1	0.002%	1	100%
2021-2022	963	THE DHANBAD CENTRAL CO-OPERATIVE BANK LTD.	1,787	1	0.056%	1	100%
2021-2022	964	THE DHARMAPURI DISTRICT CENTRAL COOPERATIVE BANK LTD.	10,07,636	2	0.000%	2	100%
2021-2022	965	THE DHOLPUR URBAN CO-OP BANK LIMITED, DHOLPUR	1,619	1	0.062%	1	100%
2021-2022	966	THE DINDIGUL DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	7,77,082	4	0.001%	4	100%
2021-2022	967	THE DISTRICT CENTRAL CO-OPERATIVE BANK LTD., JAGDALPUR	14,35,131	2	0.000%	2	100%
2021-2022	968	THE DISTRICT CENTRAL CO-OPERATIVE BANK LTD., RAJNANDGAON	32,22,232	1	0.000%	1	100%
2021-2022	969	THE DISTRICT CO-OPERATIVE BANK LTD; ELURU	89,112	13	0.015%	11	84.615%
2021-2022	970	THE DISTRICT COOPERATIVE CENTRAL BANK LTD. KURNOOL	37,474	3	0.008%	3	100%
2021-2022	971	THE DISTRICT COOPERATIVE CENTRAL BANK LTD., KAKINADA	86,787	2	0.002%	2	100%
2021-2022	972	THE DISTRICT COOPERATIVE CENTRAL BANK LTD., VIZIANAGARAM	38,340	2	0.005%	2	100%
2021-2022	973	THE ERODE DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	3,32,637	5	0.002%	5	100%
2021-2022	974	THE FARIDKOT CENTRAL COOPERATIVE BANK LTD., FARIDKOT	28,735	2	0.007%	2	100%
2021-2022	975	THE FATEHABAD CENTRAL COOPERATIVE BANK LTD.	1,585	2	0.126%	2	100%
2021-2022	976	THE FATEHGARH SAHIB CENTRAL CO-OPERATIVE BANK LTD.	78,688	2	0.003%	2	100%
2021-2022	977	THE FEDERAL BANK LIMITED	2,98,28,544	906	0.003%	10	1.104%
2021-2022	978	THE FERROZPUR CENTRAL CO-OPERATIVE BANK LTD.	45,065	4	0.009%	3	75.00%
2021-2022	979	THE FINANCIAL CO-OPERATIVE BANK LTD. SURAT	9,812	2	0.020%	2	100%
2021-2022	980	THE GADCHIROLI DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	89,811	1	0.001%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2021-2022	981	THE GANDEVI PEOPLE'S CO-OPERATIVE BANK LTD., GANDEVI	83,680	2	0.002%	2	100%
2021-2022	982	THE GANDHI CO-OPERATIVE URBAN BANK LTD., VIJAYAWADA	55,230	12	0.022%	7	58.333%
2021-2022	983	THE GANDHIDHAM CO-OPERATIVE BANK LTD. ADIPUR	43,385	1	0.002%	1	100%
2021-2022	984	THE GANDHINAGAR NAGARIK CO-OPERATIVE BANK LTD.	33,085	15	0.045%	11	73.333%
2021-2022	985	THE GANDHINAGAR URBAN CO-OPERATIVE BANK LTD., GANDHINAGAR	31,583	7	0.022%	7	100%
2021-2022	986	THE GENERAL INVESTMENT AND COMMERCIAL CORPORATION LIMITED	464	13	2.802%	12	92.308%
2021-2022	987	THE GOA URBAN CO-OP BANK LTD	1,03,056	3	0.003%	2	66.667%
2021-2022	988	THE GOPALGANJ CENTRAL CO-OPERATIVE BANK LTD., GOPALGANJ	82,185	1	0.001%	1	100%
2021-2022	989	THE GREATER BOMBAY CO-OPERATIVE BANK LIMITED	7,10,516	34	0.005%	28	82.353%
2021-2022	990	THE GUJARAT INDUSTRIAL CO-OPERATIVE BANK LTD.	0	1		1	100%
2021-2022	991	THE GUJARAT STATE CO-OPERATIVE BANK LTD	1,17,954	1	0.001%	1	100%
2021-2022	992	THE GURDASPUR CENTRAL CO-OPERATIVE BANK LTD. GURDASPUR	57,776	2	0.003%	2	100%
2021-2022	993	THE HARYANA STATE CO-OPERATIVE APEX BANK	23,196	2	0.009%	2	100%
2021-2022	994	THE HASSAN DISTRICT CO-OPERATIVE CENTRAL BANK LTD.	2,94,752	4	0.001%	2	50.00%
2021-2022	995	THE HASTI CO-OPERATIVE BANK LIMITED	1,06,068	11	0.010%	0	0.00%
2021-2022	996	THE HIMACHAL PRADESH STATE CO-OPERATIVE BANK LIMITED	3,25,457	19	0.006%	19	100%
2021-2022	997	THE HINDU CO-OPERATIVE BANK LIMITED, PATHANKOT	6,049	13	0.215%	3	23.077%
2021-2022	998	THE HINDUSTHAN CO-OPERATIVE BANK LTD., BOMBAY	1,39,772	5	0.004%	5	100%
2021-2022	999	THE HONGKONG AND SHANGHAI BANKING CORPORATION LTD	1,68,65,822	1,828	0.011%	20	1.094%
2021-2022	1000	THE HOOGLY CO-OP CREDIT BANK LIMITED	19,751	2	0.010%	2	100%
2021-2022	1001	THE HOSHIARPUR CENTRAL COOPERATIVE BANK LTD. HOSHIARPUR	1,53,647	5	0.003%	5	100%
2021-2022	1002	THE HOTEL INDUSTRIALISTS CO-OPERATIVE BANK LIMITED	29,635	3	0.010%	1	33.333%
2021-2022	1003	THE ISLAMPUR URBAN CO-OPERATIVE BANK LTD., ISLAMPUR	28,302	2	0.007%	2	100%
2021-2022	1004	THE JALGAON DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	19,46,926	7	0.000%	7	100%
2021-2022	1005	THE JALGAON PEOPLES COOPERATIVE BANK LTD, JALGAON	94,009	12	0.013%	12	100%
2021-2022	1006	THE JALNA PEOPLES' CO-OPERATIVE BANK LTD., JALNA	10,028	2	0.020%	2	100%
2021-2022	1007	THE JALORE NAGRIK SAHAKARI BANK LTD.	58,255	6	0.010%	4	66.667%
2021-2022	1008	THE JAMMU & KASHMIR BANK LTD., SRINAGAR	0	2		0	0.00%
2021-2022	1009	THE JAMMU AND KASHMIR BANK LIMITED	3,11,32,202	693	0.002%	2	0.289%
2021-2022	1010	THE JANATHA CO-OPERATIVE BANK LTD., BANGALORE	50,908	26	0.051%	14	53.846%
2021-2022	1011	THE JAWHAR URBAN CO-OP BANK LTD.	48,671	9	0.018%	9	100%
2021-2022	1012	THE JHALOD URBAN CO-OPERATIVE BANK LTD.	16,455	1	0.006%	1	100%
2021-2022	1013	THE JIND CENTRAL CO-OPERATIVE BANK LTD.	7,108	7	0.098%	7	100%
2021-2022	1014	THE JULLUNDUR CENTRAL CO-OPERATIVE BANK LTD.	2,30,945	8	0.003%	7	87.500%
2021-2022	1015	THE KAIRA DISTRICT CENTRAL CO-OPERATIVE BANK LTD., NADIAD	98,570	3	0.003%	2	66.667%
2021-2022	1016	THE KAKINADA CO-OPERATIVE TOWN BANK LIMITED	1,80,114	9	0.005%	8	88.889%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	(F)
2021-2022	1017	THE KALNA TOWN CREDIT CO-OPERATIVE BANK LTD., KALNA	33,168	1	0.003%	1	100%
2021-2022	1018	THE KALUPUR COMMERCIAL CO-OP BANK LTD	15,68,077	63	0.004%	44	69.841%
2021-2022	1019	THE KALYAN JANATA SAHAKARI BANK LTD.	3,97,114	48	0.012%	6	12.500%
2021-2022	1020	THE KANARA DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	2,09,331	5	0.002%	0	0.00%
2021-2022	1021	THE KANCHEEPURAM DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	4,07,731	20	0.005%	18	90.00%
2021-2022	1022	THE KANGRA CO-OPERATIVE BANK LTD. PAHARGANJ	58,158	16	0.028%	2	12.500%
2021-2022	1023	THE KAPURTHALA CENTRAL COOPERATIVE BANK LTD. KAPURTHALA	74,967	13	0.017%	13	100%
2021-2022	1024	THE KARAD URBAN CO-OPERATIVE BANK LTD.	4,95,434	112	0.023%	87	77.679%
2021-2022	1025	THE KARNATAKA BANK LIMITED	67,07,890	710	0.011%	17	2.394%
2021-2022	1026	THE KARNATAKA CENTRAL CO-OPERATIVE BANK LTD; DHARWAD	2,08,604	2	0.001%	2	100%
2021-2022	1027	THE KARNATAKA STATE CO-OPERATIVE APEX BANK LTD.	2,23,934	37	0.017%	19	51.351%
2021-2022	1028	THE KARNAVATI CO-OPERATIVE BANK LTD., AHMEDABAD	26,092	2	0.008%	2	100%
2021-2022	1029	THE KARUR VYSYA BANK	2,55,59,412	1,468	0.006%	351	23.910%
2021-2022	1030	THE KASARAGOD CO-OPERATIVE TOWN BANK LTD.	1,34,690	1	0.001%	1	100%
2021-2022	1031	THE KASARAGOD DISTRICT CO-OPERATIVE BANK LTD., KASARAGOD	2,96,085	1	0.000%	1	100%
2021-2022	1032	THE KASHIPUR URBAN CO-OPERATIVE BANK LTD. KASHIPUR	35,458	4	0.011%	3	75.00%
2021-2022	1033	THE KERALA STATE CO-OPERATIVE BANK LIMITED	4,01,929	14	0.003%	1	7.143%
2021-2022	1034	THE KHAMGAON URBAN CO-OPERATIVE BANK LTD.	1,50,066	4	0.003%	4	100%
2021-2022	1035	THE KHATRI CO-OPERATIVE URBAN BANK LTD.	32,722	1	0.003%	1	100%
2021-2022	1036	THE KODAGU DISTRICT CO-OPERATIVE CENTRAL BANK LTD.,MADIKERI	1,32,494	2	0.002%	1	50.00%
2021-2022	1037	THE KODINAR TALUKA CO-OPERATIVE BANKING UNION LTD.	2,71,207	2	0.001%	2	100%
2021-2022	1038	THE KODUNGALLUR TOWN CO-OPERATIVE BANK LTD	81,733	1	0.001%	1	100%
2021-2022	1039	THE KOLHAPUR DISTRICT CENTRAL CO-OP BANK LTD, KOLHAPUR	1,58,479	9	0.006%	9	100%
2021-2022	1040	THE KOLHAPUR URBAN CO-OP BANK LTD, KOLHAPUR	1,94,191	18	0.009%	16	88.889%
2021-2022	1041	THE KOLHAPUR URBAN CO-OP BANK LTD.	29	1	3.448%	1	100%
2021-2022	1042	THE KOLLAM DISTRICT CO-OPERATIVE BANK LTD., KOLLAM	2,19,739	20	0.009%	17	85.00%
2021-2022	1043	THE KRISHNA DISTRICT COOPERATIVE CENTRAL BANK LTD. MANCHILIPATNAM	1,03,906	6	0.006%	6	100%
2021-2022	1044	THE KUKARWADA NAGRIK SAHAKARI BANK LTD.	59,472	5	0.008%	5	100%
2021-2022	1045	THE KURLA NAGRIK SAHAKARI BANK LTD.	1,23,371	8	0.006%	7	87.500%
2021-2022	1046	THE KURMANCHAL NAGAR SAHAKARI BANK LTD	65,680	8	0.012%	8	100%
2021-2022	1047	THE LAKSHMI VILAS BANK LTD.	38,37,537	142	0.004%	3	2.113%
2021-2022	1048	THE LATUR URBAN CO-OP BANK LTD.	76,967	10	0.013%	8	80.00%
2021-2022	1049	THE LAXMI CO-OPERATIVE BANK LTD.,SOLAPUR	1,40,754	33	0.023%	6	18.182%
2021-2022	1050	THE LUDHIANA CENTRAL CO-OPERATIVE BANK LTD. LUDHIANA	1,20,625	6	0.005%	6	100%
2021-2022	1051	THE MADGAUM URBAN CO-OPERATIVE BANK LTD	881	5	0.568%	4	80.00%
2021-2022	1052	THE MADURAI DISTRICT CENTRAL CO-OPERATIVE BANK LTD	5,20,870	5	0.001%	5	100%
2021-2022	1053	THE MAHALAKSHMI CO-OPERATIVE BANK LTD.,UDUPI	7,152	19	0.266%	18	94.737%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2021-2022	1054	THE MAHANAGAR CO-OPERATIVE URBAN BANK LTD	0	26		21	80.769%
2021-2022	1055	THE MAHARASHTRA STATE CO-OPERATIVE BANK LIMITED	64,113	1	0.002%	1	100%
2021-2022	1056	THE MAHILA VIKAS CO-OPERATIVE BANK LTD., AHMEDABAD	18	8	44.444%	4	50.00%
2021-2022	1057	THE MALAD SAHAKARI BANK LIMITED	18,898	17	0.090%	17	100%
2021-2022	1058	THE MALAPPURAM DISTRICT CO-OPERATIVE BANK LIMITED	2,84,365	9	0.003%	5	55.556%
2021-2022	1059	THE MANDVI NAGRIK SAHAKARI BANK LTD., MANDVI	76,761	11	0.014%	11	100%
2021-2022	1060	THE MANGALORE CATHOLIC CO-OPERATIVE BANK LIMITED	27,354	8	0.029%	5	62.50%
2021-2022	1061	THE MANJERI COOPERATIVE URBAN BANK LTD.,KERALA STATE	50,553	1	0.002%	1	100%
2021-2022	1062	THE MANSA CENTRAL COOPERATIVE BANK LTD.	30,607	2	0.007%	2	100%
2021-2022	1063	THE MAPUSA URBAN CO-OPERATIVE BANK OF GOA LIMITED	14,103	4	0.028%	2	50.00%
2021-2022	1064	THE MEENACHIL EAST URBAN CO-OPERATIVE BANK LTD	22,630	1	0.004%	0	0.00%
2021-2022	1065	THE MEGHALAYA CO-OPERATIVE APEX BANK LTD.	2,60,712	2	0.001%	2	100%
2021-2022	1066	THE MEHKAR URBAN CO-OP BANK LIMITED	1,752	1	0.057%	1	100%
2021-2022	1067	THE MEHSANA URBAN CO-OP BANK LTD.	1,39,693	13	0.009%	10	76.923%
2021-2022	1068	THE MOGA DISTRICT CENTRAL COOPERATIVE BANK LTD., MOGA	1,61,342	4	0.002%	0	0.00%
2021-2022	1069	THE MUKTSAR CENTRAL COOPERATIVE BANK LTD, MUKTSAR	25,681	1	0.004%	1	100%
2021-2022	1070	THE MUMBAI MAHANAGAR PALIKA SHIKSHAN VIBHAG SAHAKARI BANK LIMITED	20,500	1	0.005%	1	100%
2021-2022	1071	THE MUNICIPAL CO-OPERATIVE BANK LTD.	4,07,523	44	0.011%	12	27.273%
2021-2022	1072	THE MUSLIM CO-OPERATIVE BANK LTD. PUNE	76,004	8	0.011%	7	87.500%
2021-2022	1073	THE MUVATTUPUZHA URBAN CO-OPERATIVE BANK LTD.,MUVATTUPUZHA	68,814	1	0.001%	1	100%
2021-2022	1074	THE MYSORE SILK CLOTH MERCHANTS CO-OP BANK LTD	3,568	2	0.056%	2	100%
2021-2022	1075	THE NAGRIK SAHAKARI BANK LTD.,KOTA	44,082	6	0.014%	3	50.00%
2021-2022	1076	THE NAINITAL BANK	7,29,988	157	0.022%	103	65.605%
2021-2022	1077	THE NANDED MERCHANTS COOPERATIVE BANK LTD.	21,183	2	0.009%	0	0.00%
2021-2022	1078	THE NANDURA URBAN CO-OPERATIVE BANK LTD., NANDURA	2,17,372	13	0.006%	3	23.077%
2021-2022	1079	THE NASHIK MERCHANT'S CO-OPERATIVE BANK LTD.	1,37,742	41	0.030%	23	56.098%
2021-2022	1080	THE NASIK ROAD DEOLALI VYAPARI SAHAKARI BANK LTD., NASIK ROAD	3,72,555	10	0.003%	8	80.00%
2021-2022	1081	THE NATIONAL COOPERATIVE BANK LIMITED	39,301	14	0.036%	4	28.571%
2021-2022	1082	THE NATIONAL CO-OPERATIVE BANK LIMITED	36,642	10	0.027%	9	90.00%
2021-2022	1083	THE NAVAL DOCKYARD CO-OPERATIVE BANK LTD., BOMBAY	1,62,636	5	0.003%	5	100%
2021-2022	1084	THE NAVJEEVAN CO-OPERATIVE BANK LIMITED	6,357	2	0.031%	2	100%
2021-2022	1085	THE NAWANSHAHR CENTRAL COOPERATIVE BANK LTD., NAWANSHAHR	91,036	4	0.004%	4	100%
2021-2022	1086	THE NEW URBAN CO-OPERATIVE BANK LTD., RAMPUR	98,610	4	0.004%	0	0.00%
2021-2022	1087	THE NILGRIS DISTRICT CENTRAL CO-OPERATIVE BANK LTD., UDHAGAMANDALAM	2,60,074	4	0.002%	4	100%
2021-2022	1088	THE OTTAPALAM CO-OPERATIVE URBAN BANK LTD.,	57,821	4	0.007%	3	75.00%
2021-2022	1089	THE PADRA NAGAR NAGARIK SAHAKARI BANK LTD.	32,861	1	0.003%	1	100%



### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)		(E)	(F)
2021-2022	1090	THE PANDHARPUR URBAN CO-OPERATIVE BANK LIMITED, PANDHARPUR	2,24,697	9	0.004%	7	77.778%
2021-2022	1091	THE PATIALA CENTRAL CO-OPERATIVE BANK LTD., PATIALA	56,702	3	0.005%	1	33.333%
2021-2022	1092	THE PAVANA SAHAKARI BANK LIMITED	27,075	5	0.018%	5	100%
2021-2022	1093	THE PIMPALGAON MERCHANTS CO-OPERATIVE BANK LIMITED PIMPALGAON	25,205	1	0.004%	1	100%
2021-2022	1094	THE PRAGATI CO-OPERATIVE BANK LTD., THARA	52,338	2	0.004%	2	100%
2021-2022	1095	THE PRATAP CO-OPERATIVE BANK LTD.,	0	2		2	100%
2021-2022	1096	THE PRATHAMIK SHIKSHAK SAHAKARI BANK LTD.	90,647	6	0.007%	5	83.333%
2021-2022	1097	THE PUDUKOTTAI DISTRICT CENTRAL CO-OPERATIVE BANK LTD	1	1	100%	1	100%
2021-2022	1098	THE PUNJAB STATE CO-OPERATIVE BANK LTD; CHANDIGARH	18,948	1	0.005%	1	100%
2021-2022	1099	THE PUSAD URBAN CO-OPERATIVE BANK LIMITED, PUSAD	1,76,925	43	0.024%	9	20.930%
2021-2022	1100	THE RAJSAMAND URBAN CO-OPERATIVE BANK LIMITED	2,707	1	0.037%	1	100%
2021-2022	1101	THE SABARKANTHA DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	9,81,712	1	0.000%	1	100%
2021-2022	1102	THE SANGAMNER MERCHANTS CO-OP BANK LTD.	16,364	6	0.037%	2	33.333%
2021-2022	1103	THE SANGRUR CENTRAL CO-OPERATIVE BANK LTD.	88,428	3	0.003%	3	100%
2021-2022	1104	THE SARANGPUR CO-OPERATIVE BANK LTD. AHMEDABAD	4,263	4	0.094%	4	100%
2021-2022	1105	THE SARDAR GUNJ MERCANTILE COOPERATIVE BANK LTD.	4,038	1	0.025%	1	100%
2021-2022	1106	THE SAS NAGAR CENTRAL COOPERATIVE BANK LTD.	12,088	1	0.008%	1	100%
2021-2022	1107	THE SATARA SAHAKARI BANK LTD.	4,512	19	0.421%	8	42.105%
2021-2022	1108	THE SAURASHTRA CO-OPERATIVE BANK LTD.	61,367	2	0.003%	2	100%
2021-2022	1109	THE SHAHADA PEOPLE'S CO-OPERATIVE BANK LTD., SHAHADA	14,214	1	0.007%	1	100%
2021-2022	1110	THE SIRSA CENTRAL CO-OPERATIVE BANK LTD.	22,798	1	0.004%	1	100%
2021-2022	1111	THE SIRSI URBAN SAHAKARI BANK LTD.	1,32,687	5	0.004%	5	100%
2021-2022	1112	THE SOCIAL CO-OPERATIVE BANK LIMITED	13,190	1	0.008%	1	100%
2021-2022	1113	THE SOLAPUR DISTRICT CENTRAL CO-OP BANK LTD	1,76,974	6	0.003%	5	83.333%
2021-2022	1114	THE SONEPAT URBAN CO-OP BANK LIMITED , SONEPAT	4,376	2	0.046%	2	100%
2021-2022	1115	THE SOUTH INDIAN BANK LIMITED	1,15,16,851	709	0.006%	308	43.441%
2021-2022	1116	THE SOUTH KANARA GOVERNMENT OFFICERS CO-OPERATIVE BANK LIMITED	6,456	3	0.046%	2	66.667%
2021-2022	1117	THE SURAT DISTRICT CO-OPERATIVE BANK LTD	2,37,546	5	0.002%	3	60.00%
2021-2022	1118	THE SURAT MERCANTILE CO-OPERATIVE BANK LTD.	15,828	1	0.006%	1	100%
2021-2022	1119	THE SURAT PEOPLES CO-OPERATIVE BANK LTD.	1,81,534	3	0.002%	1	33.333%
2021-2022	1120	THE TAMILNADU STATE APEX COOPERATIVE BANK LTD.	4,48,267	45	0.010%	40	88.889%
2021-2022	1121	THE TAMLUK GHATAL CENTRAL CO-OPERATIVE BANK LTD	2,05,166	13	0.006%	13	100%
2021-2022	1122	THE TAPINDU URBAN CO-OPERATIVE BANK LTD	835	1	0.120%	1	100%
2021-2022	1123	THE TARN TARAN CENTRAL COOPERATIVE BANK LTD.	68,712	1	0.001%	1	100%
2021-2022	1124	THE TELANGANA STATE CO-OPERATIVE APEX BANK LIMITED	34,185	13	0.038%	0	0.00%
2021-2022	1125	THE THANJAVUR CENTRAL CO-OPERATIVE BANK LTD.	3,72,095	1	0.000%	1	100%
2021-2022	1126	THE THIRUVANANTHAPURAM DISTRICT COOPERATIVE BANK LTD.	47,375	1	0.002%	1	100%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2021-2022	1127	THE TIRUCHIRAPALLI DISTRICT CENTRAL CO-OPERATIVE BANK LTD. TIRUCHIRAPALLI	11,22,576	17	0.002%	16	94.118%
2021-2022	1128	THE TOWN CO-OPERATIVE BANK LTD., HOSKOTE	10,927	1	0.009%	1	100%
2021-2022	1129	THE UDAIPUR MAHILA URBAN CO-OP. BANK LTD.	7,783	6	0.077%	6	100%
2021-2022	1130	THE UDAIPUR URBAN CO-OPERATIVE BANK LTD.	89,656	3	0.003%	2	66.667%
2021-2022	1131	THE UDIPI CO-OPERATIVE TOWN BANK LTD.	56,345	9	0.016%	9	100%
2021-2022	1132	THE UMA CO-OPERATIVE BANK LTD.	11,566	3	0.026%	3	100%
2021-2022	1133	THE UNION CO-OPERATIVE BANK LTD. NARODA	66,613	23	0.035%	0	0.00%
2021-2022	1134	THE URBAN CO-OPERATIVE BANK LIMITED	24,286	8	0.033%	4	50.00%
2021-2022	1135	THE URBAN CO-OPERATIVE BANK LTD., PALI	23,652	1	0.004%	1	100%
2021-2022	1136	THE URBAN CO-OPERATIVE BANK LTD; BASTI ( UTTAR PRADESH )	20,009	2	0.010%	2	100%
2021-2022	1137	THE VAIDYANATH CO-OPERATIVE URBAN BANK LTD.	12,339	3	0.024%	3	100%
2021-2022	1138	THE VAISH COOPERATIVE ADARSH BANK LTD	45,165	9	0.020%	8	88.889%
2021-2022	1139	THE VALLABH VIDYANAGAR COMMERCIAL CO-OP BANK LTD	40,198	10	0.025%	4	40.000%
2021-2022	1140	THE VARACHHA CO-OP. BANK LTD.	6,28,933	49	0.008%	2	4.082%
2021-2022	1141	THE VIRUDHUNAGAR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.	7,97,932	1	0.000%	1	100%
2021-2022	1142	THE VISAKHAPATNAM COOPERATIVE BANK LTD.	2,36,245	14	0.006%	14	100%
2021-2022	1143	THE VISHWESHWAR SAHAKARI BANK LIMITED	51,080	26	0.051%	0	0.00%
2021-2022	1144	THE VITA MERCHANTS COOPERATIVE BANK LTD, VITA	15,932	4	0.025%	4	100%
2021-2022	1145	THE WAI URBAN CO-OPERATIVE BANK LTD., WAI	1,54,472	35	0.023%	18	51.429%
2021-2022	1146	THE WARANGAL DISTRICT COOPERATIVE CENTRAL BANK LTD., HANAMKONDA	26,545	1	0.004%	1	100%
2021-2022	1147	THE WASHIM URBAN CO-OPERATIVE BANK LTD. WASHIM	62,229	1	0.002%	1	100%
2021-2022	1148	THE WAYANAD DISTRICT CENTRAL CO-OPERATIVE BANK LTD; WAYANAD	0	23		23	100%
2021-2022	1149	THE WEST BENGAL STATE CO-OPERATIVE BANK LTD.	1,18,197	1	0.001%	1	100%
2021-2022	1150	THE YAMUNANAGAR CENTRAL CO-OPERATIVE BANK LTD.	1,264	1	0.079%	0	0.00%
2021-2022	1151	THE YASHWANT CO-OP BANK LTD; PHALTAN	45,231	8	0.018%	6	75.00%
2021-2022	1152	THE YAVATMAL DISTRICT CENTRAL CO-OPERATIVE BANK LTD., YAVATMAL	1,25,852	5	0.004%	4	80.00%
2021-2022	1153	THE YAVATMAL URBAN CO-OP. BANK LTD., YAVATMAL	2,03,677	24	0.012%	22	91.667%
2021-2022	1154	THE ZORASTRIAN CO-OPERATIVE BANK LIMITED	19,347	7	0.036%	7	100%
2021-2022	1155	THIRUMENI FINANCE PRIVATE LIMITED	0	1		0	0.00%
2021-2022	1156	THRISSUR DISTRICT CO-OPERATIVE BANK LTD	5,84,683	9	0.002%	8	88.889%
2021-2022	1157	TIRUPATI URBAN CO-OP BANK	18,029	2	0.011%	2	100%
2021-2022	1158	TJSB SAHAKARI BANK LIMITED	5,19,645	47	0.009%	4	8.511%
2021-2022	1159	TMF BUSINESS SERVICES LIMITED (FORMERLY TATA MOTORS FINANCE LIMITED)	1,22,92,664	7	0.000%	3	42.857%
2021-2022	1160	TODI INVESTORS (INDIA) PRIVATE LIMITED	777	1	0.129%	1	100%
2021-2022	1161	TOYOTA FINANCIAL SERVICES INDIA LIMITED	13,70,316	126	0.009%	89	70.635%
2021-2022	1162	TRANSACTREE TECHNOLOGIES PRIVATE LIMITED	0	94		46	48.936%
2021-2022	1163	TRANSPORT CO-OPERATIVE BANK LTD	2,763	1	0.036%	1	100%
2021-2022	1164	TRANSWARRANTY FINANCE LIMITED	4,864	1	0.021%	1	100%
2021-2022	1165	TRIDENT MICROFIN PRIVATE LIMITED	9,947	14	0.141%	13	92.857%
2021-2022	1166	TRIPOLI MANAGEMENT PRIVATE LIMITED	4,653	1	0.021%	1	100%
2021-2022	1167	TRIPURA GRAMIN BANK	11,72,788	25	0.002%	15	60.00%
2021-2022	1168	TRUE CREDITS PRIVATE LIMITED	27,81,608	681	0.024%	247	36.270%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2021-2022	1169	TRUE MERCANTILE PRIVATE LIMITED	0	4		3	75.00%
2021-2022	1170	TUMKUR GRAIN MERCHANTS CO-OPERATIVE BANK LTD.	48,081	1	0.002%	1	100%
2021-2022	1171	TUSHAR LEASING AND INVESTMENT PRIVATE LIMITED	8,240	123	1.493%	35	28.455%
2021-2022	1172	TVS CREDIT SERVICES LIMITED	5,02,88,727	849	0.002%	20	2.356%
2021-2022	1173	UCO BANK	4,47,26,385	2,221	0.005%	41	1.846%
2021-2022	1174	UDYAM VIKAS SAHAKARI BANK LTD.	32,634	7	0.021%	4	57.143%
2021-2022	1175	UGRO CAPITAL LIMITED	3,01,677	3	0.001%	1	33.333%
2021-2022	1176	UJJAIN NAGRIK SAHAKARI BANK MARYADIT,UJJAIN	730	1	0.137%	1	100%
2021-2022	1177	UJJIVAN SMALL FINANCE BANK LIMITED	66,66,953	130	0.002%	0	0.00%
2021-2022	1178	UMB SECURITIES LIMITED	1,447	1	0.069%	1	100%
2021-2022	1179	UMIYA URBAN CO-OPERATIVE BANK MARYADIT, NAGPUR	1,831	1	0.055%	1	100%
2021-2022	1180	UMMEED HOUSING FINANCE PRIVATE LIMITED	2,34,842	1	0.000%	1	100%
2021-2022	1181	UNIMONI FINANCIAL SERVICES LIMITED	3,34,758	46	0.014%	8	17.391%
2021-2022	1182	UNION BANK OF INDIA	12,97,08,074	6,925	0.005%	935	13.502%
2021-2022	1183	UNITED BANK OF INDIA	0	9		6	66.667%
2021-2022	1184	UNIVERSAL FINGROWTH PRIVATE LIMITED	24,039	3	0.012%	3	100%
2021-2022	1185	UP MONEY LIMITED	8,41,724	23	0.003%	18	78.261%
2021-2022	1186	UPHAR FINVEST LIMITED	5,939	8	0.135%	5	62.50%
2021-2022	1187	UPWARDS CAPITAL PRIVATE LIMITED	24,179	17	0.070%	16	94.118%
2021-2022	1188	URBAN CO-OPERATIVE BANK LTD.	31,395	4	0.013%	3	75.00%
2021-2022	1189	URBAN COOPERATIVE BANK LTD., SIDDHARTHANAGAR	282	1	0.355%	1	100%
2021-2022	1190	URBAN CO-OPERATIVE BANK LTD; DEHRADUN	2,548	2	0.078%	2	100%
2021-2022	1191	URBAN LIVING FINANCE PRIVATE LIMITED	23,333	4	0.017%	4	100%
2021-2022	1192	USHA FINANCIAL SERVICES PRIVATE LIMITED	32,305	47	0.145%	25	53.191%
2021-2022	1193	UTKAL GRAMIN BANK	47,79,643	41	0.001%	32	78.049%
2021-2022	1194	UTKARSH SMALL FINANCE BANK LIMITED	3,41,856	15	0.004%	5	33.333%
2021-2022	1195	UTTAR BIHAR GRAMIN BANK	45,58,640	141	0.003%	35	24.823%
2021-2022	1196	UTTARAKHAND GRAMIN BANK	14,17,169	84	0.006%	4	4.762%
2021-2022	1197	UTTARAKHAND STATE CO-OPERATIVE BANK LTD	83,572	3	0.004%	2	66.667%
2021-2022	1198	UTTARBANGA KSHETRIYA GRAMIN BANK	14,53,488	73	0.005%	3	4.110%
2021-2022	1199	UTTARKASHI ZILA SAHAKARI BANK LTD., UTTARKASHI	86,539	2	0.002%	2	100%
2021-2022	1200	VAIBHAV VYAPAAR PRIVATE LIMITED	14,62,563	124	0.008%	4	3.226%
2021-2022	1201	VAISHYA NAGARI SAHAKARI BANK LIMITED	15,174	11	0.072%	11	100%
2021-2022	1202	VAISHYA SAHAKARI BANK LTD.	14,293	1	0.007%	1	100%
2021-2022	1203	VALMIKI URBAN COOP. BANK LTD., PATHARI	21,607	7	0.032%	7	100%
2021-2022	1204	VARTHANA FINANCE PRIVATE LIMITED	2,83,304	4	0.001%	3	75.00%
2021-2022	1205	VASAI VIKAS SAHAKARI BANK LTD.	1,35,336	35	0.026%	2	5.714%
2021-2022	1206	VASANTDADA SHETKARI SAHAKARI BANK LTD., SANGLI	1,205	1	0.083%	1	100%
2021-2022	1207	VASTU HOUSING FINANCE CORPORATION LIMITED	9,17,296	13	0.001%	0	0.00%
2021-2022	1208	VEDIKA CREDIT CAPITAL LIMITED	1,19,237	25	0.021%	11	44.00%
2021-2022	1209	VEDIKA FINCORP PRIVATE LIMITED	2,95,028	26	0.009%	12	46.154%
2021-2022	1210	VEERASHAIVA SAHKARI BANK LTD., BANGALORE	22,996	1	0.004%	1	100%
2021-2022	1211	VENKATESH COMMERCIAL FINANCE PRIVATE LIMITED	12,048	2	0.017%	2	100%
2021-2022	1212	VENUS INDIA ASSET FINANCE PVT. LTD.	3,578	1	0.028%	0	0.00%
2021-2022	1213	VERAVAL PEOPLE'S CO-OPERATIVE BANK LTD., VERAVAL	1,01,296	2	0.002%	1	50.00%
2021-2022	1214	VERITAS FINANCE PRIVATE LIMITED	13,44,855	11	0.001%	8	72.727%
2021-2022	1215	VIDHARBHA KONKAN GRAMIN BANK	34,12,500	52	0.002%	2	3.846%
2021-2022	1216	VIDYA SAHAKARI BANK LTD.	29,793	9	0.030%	8	88.889%
2021-2022	1217	VIDYANAND CO-OPERATIVE BANK LTD., SOLAPUR.	22,861	2	0.009%	2	100%
2021-2022	1218	VIG K FINANCE PRIVATE LIMITED	5,696	3	0.053%	3	100%
2021-2022	1219	VIJAY COMMERCIAL CO-OPERATIVE BANK LTD.	26,064	7	0.027%	4	57.143%

### Complaints registered against the CIs with CICs during the year ended March 31, 2022

Year	Sr No	Name of The Credit Institution	Number of records submitted by the CI during the year	Total number of complaints registered against the CI during the year	Complaints as Percentage of total records submitted by the CI (D) [C as a % of B]	Number of complaints unresolved within TAT by the CI as on reference date (E)	Complaints unresolved within TAT as a % of total complaints registered against the CI (F) [E as a % of C]
		(A)	(B)	(C)			
2021-2022	1220	VIJAY HEMANT FINANCE AND ESTATES LIMITED	442	3	0.679%	3	100%
2021-2022	1221	VIJAYA BANK	11	403	3663.636%	37	9.181%
2021-2022	1222	VIKAS SAHAKARI BANK LTD.	20,576	1	0.005%	1	100%
2021-2022	1223	VINAYAKA CAPSEC PVT LTD	9,976	2	0.020%	2	100%
2021-2022	1224	VISHAWAS FINVEST PRIVATE LIMITED	25,221	1	0.004%	1	100%
2021-2022	1225	VISHWAKARMA SAHAKARA BANK LIMITED, MANGALORE	1,551	10	0.645%	5	50.00%
2021-2022	1226	VISHWANATHRAO PATIL MURGUD SAHAKARI BANK LTD.KOLHAPUR	8,503	10	0.118%	6	60.00%
2021-2022	1227	VISHWAS CO-OP. BANK LTD.; NASHIK	62,429	14	0.022%	8	57.143%
2021-2022	1228	VISIONARY FINANCEPEER PRIVATE LIMITED	0	12		4	33.333%
2021-2022	1229	VISTAAR FINANCIAL SERVICES PRIVATE LIMITED	16,55,733	35	0.002%	22	62.857%
2021-2022	1230	VIVA HOME FINANCE LIMITED	1,968	1	0.051%	0	0.00%
2021-2022	1231	VIVIFI INDIA FINANCE PRIVATE LIMITED	9,54,728	493	0.052%	3	0.609%
2021-2022	1232	VIVRITI CAPITAL LIMITED	7,79,482	418	0.054%	122	29.187%
2021-2022	1233	VOLEX FINANCE & INDUSTRIES LTD.	0	4		3	75.00%
2021-2022	1234	VOLITION CREDIT & HOLDINGS PRIVATE LIMITED	58	4	6.897%	4	100%
2021-2022	1235	VOLKSWAGEN FINANCE PVT.LTD	17,84,230	54	0.003%	34	62.963%
2021-2022	1236	VYENKATESHWARA SAHAKARI BANK LTD., ICHALKARANJI	14,841	2	0.013%	2	100%
2021-2022	1237	WARDHA NAGARI SAHAKARI ADHIKOSH (BANK) MYDT. WARDHA	69,829	1	0.001%	1	100%
2021-2022	1238	WARDHA ZILLA PARISHAD EMPLOYEES (URBAN) CO-OPERATIVE BANK LTD., WARDHA	4,662	1	0.021%	1	100%
2021-2022	1239	WEST BENGAL FINANCIAL CORPORATION	15,683	2	0.013%	2	100%
2021-2022	1240	WEST END HOUSING FINANCE LIMITED	9,030	1	0.011%	1	100%
2021-2022	1241	WESTERN CAPITAL ADVISORS PRIVATE LIMITED	8,128	31	0.381%	30	96.774%
2021-2022	1242	WESTERN INDIA TRANSPORT FINANCE COMPANY PRIVATE LIMITED	56,209	13	0.023%	9	69.231%
2021-2022	1243	WHEELSEMI PRIVATE LIMITED	10,55,806	51	0.005%	13	25.490%
2021-2022	1244	WHIZDM FINANCE PRIVATE LIMITED	6,99,933	167	0.024%	145	86.826%
2021-2022	1245	WOOD CAPITAL FINANCE LIMITED	958	1	0.104%	1	100%
2021-2022	1246	WORTGAGE FINANCE PRIVATE LIMITED	4,645	8	0.172%	6	75.00%
2021-2022	1247	XERAPHIN FINVEST PRIVATE LIMITED	0	8		6	75.00%
2021-2022	1248	YADRAV CO-OPERATIVE BANK LTD.,YADRAV, KOLHAPUR	17,503	3	0.017%	3	100%
2021-2022	1249	YES BANK LIMITED	2,22,19,833	1,113	0.005%	227	20.395%
2021-2022	1250	YOGAKSHEMAM LOANS LIMITED	7,89,535	9	0.001%	7	77.778%
2021-2022	1251	ZAVRON FINANCE PRIVATE LIMITED	0	21		21	100%
2021-2022	1252	ZED LEAFIN PRIVATE LIMITED	28,542	52	0.182%	44	84.615%
2021-2022	1253	ZEN FINCORP PVT LTD	141	1	0.709%	0	0.00%
2021-2022	1254	ZENITH CREDIT LIMITED	10,714	2	0.019%	2	100%
2021-2022	1255	ZERODHA CAPITAL PRIVATE LIMITED	0	1		1	100%
2021-2022	1256	ZILA SAHKARI BANK LIMITED,HARIDWAR	49,133	2	0.004%	2	100%
2021-2022	1257	ZILA SAHKARI BANK LTD. GHAZIABAD	3,623	1	0.028%	1	100%
2021-2022	1258	ZILA SAHKARI BANK LTD., GARHWAL (KOTDWAR)	1,60,763	5	0.003%	5	100%