

CC/PUTL_COS/Stock Exchanges/151

July 18, 2024

To

Listing Department
National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G
Bandra Kurla Complex
Bandra (E), Mumbai – 400051
Symbol: PGINVIT

Listing Department
BSE Limited
20th Floor, P. J. Towers
Dalal Street, Mumbai – 400001
Scrip Code:543290 (PGINVIT)
Company Code:12436

Subject: Statement of Investor Complaints of POWERGRID Infrastructure Investment Trust for the quarter ended June 30, 2024

Dear Sir/Madam,

In terms of the provisions of Regulation 23 of the SEBI (Infrastructure Investment Trusts) Regulations, 2014 read with Paragraph 4.16 under Chapter 4 (Continuous Disclosures and Compliances by InvITs) of the SEBI Master Circular No. SEBI/HO/DDHS-PoD-2/P/CIR/2024/44 dated May 15, 2024, enclosed please find the statement of Investor Complaints of POWERGRID Infrastructure Investment Trust for the quarter ended June 30, 2024. Kindly take the same on record please.

Thanking You,

Yours faithfully,

**For POWERGRID Unchahar Transmission Limited
(as Investment Manager of POWERGRID Infrastructure Investment Trust)**

Anjana Luthra
Company Secretary & Compliance Officer

Encl: As above.

CC:

IDBI Trusteeship Services Limited
Ground Floor, Universal Insurance Building,
Sir P.M. Road, Fort,
Mumbai- 400 001.

POWERGRID INFRASTRUCTURE INVESTMENT TRUST ('PGInvIT'/'Trust')		
INVESTOR GRIEVANCE REPORT FOR QUARTER ENDED JUNE 30, 2024		
For Quarter Ending (QE) June 30, 2024 (Q1 -FY 2024-25)		
	All complaints including SCORES complaints	SCORES complaints
Number of investor complaints pending at the beginning of the Quarter	0	0
Number of investor complaints received during the Quarter ¹	2	2
Number of investor complaints disposed of during the Quarter ¹	2	2
Number of investor complaints pending at the end of the Quarter	0	0
Average time taken for redressal of complaints for the Quarter ²	2 Working Days	2 Working Days

Complaints pending during QE June 30, 2024 (Q1 -FY 2024-25)							
	Less than 1 month	1-3 months	3-6 months	6-9 months	9-12 months	Greater than 12 months	Total
All complaints	0	0	0	0	0	0	0
SCORES complaints	0	0	0	0	0	0	0

Complaints resolved during QE June 30, 2024 (Q1 -FY 2024-25)							
	Less than 1 month	1-3 months	3-6 months	6-9 months	9-12 months	Greater than 12 months	Total
All complaints	2	0	0	0	0	0	0
SCORES complaints	2	0	0	0	0	0	0

Note 1 –It may be noted that 671 emails were received from the investors during the quarter ended June 30, 2024 (FY 2024-25) regarding general query/ enquiry about the announcement of financial results/ announcement of distribution/ earnings call details/ profile details/ /price movement related/ Trust's prospects/ bank account details/ PAN Details/ financial results aspects/ statement of income/ distribution break up/ TDS on distribution/ TDS certificate/ annual report/ distribution claims, etc. which have been responded within average time of 1 working day.

Note 2 - Time taken (in working days) from the date of receipt of complaint on SCORES Portal till the date of submission of Action Taken Report on SCORES Portal is considered for the purpose of calculation of 'Average time taken for redressal of complaints'. It may however be noted that in the new version of SEBI SCORES Portal launched w.e.f. April 01, 2024, initially for quite few days neither the Trust was able to view the complaint(s) in the SCORES Portal nor did it receive any email alert for complaints lodged unlike it used to receive in the erstwhile SCORES portal. Moreover, the Trust also did not receive any communication/alerts on complaint(s) from the Designated Body as per the new mechanism for redressal of investor complaint(s). It is to mention that first of the two SCORES complaints ("said compliant") came to Trust's knowledge

through the regulator (SEBI) for which Action Taken Report was promptly submitted on SCORES Portal duly mentioning the aforesaid facts; subsequently the said complaint was disposed off by the regulator without any observation or comment on this aspect. It is to further mention that the abovementioned issues were not encountered on SCORES Portal at the time of second complaint for which also Action Taken Report was promptly submitted and subsequently, it was closed. In view of the foregoing, while for the first complaint, 'time taken from the date when such complaint came to Trust's knowledge through regulator till the submission of Action Taken Report on the SCORES Portal' has been considered and that for the second complaint, 'time taken from the date of receipt of complaint on SCORES Portal till the date of submission of Action Taken Report on SCORES Portal' has been considered, for the purpose of calculation of 'Average time taken for redressal of complaints'.

Yours Sincerely,
KFin Technologies Limited
Registrar & Transfer Agent for POWERGRID INFRASTRUCTURE INVESTMENT TRUST.



Eswar Charan S | Manager - Operations