## HIGHWAYS INFRASTRUCTURE TRUST



Date: October 04, 2023

To

| National Stock Exchange of India Limited  | BSE Limited                        |
|---|------------------------------------|
| Exchange Plaza, C-1, Block-G Bandra Kurla | Corporate Relationship Department  |
| Complex, Bandra (E), Mumbai-400051        | Phiroze Jeejeebhoy Towers          |
|   | Dalal Street, Fort, Mumbai- 400001 |
| Symbol- HIGHWAYS                          | Scrip Code: 974227 & 974228        |

Sub: Statement of Investor Complaints for Highways Infrastructure Trust ('HIT/Trust') for the quarter ended September 30, 2023.

## Reference:

- Regulation 23 of Securities and Exchange Board of India (Infrastructure Investment Trusts)
  Regulations, 2014, read with Circular No. CIR/IMD/DF/127/2016 dated November 29, 2016, and
  SEBI/HO/DDHS/DDHS\_Div3/P/CIR/2021/600 dated July 22, 2021;
- 2. Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 as amended.

We are enclosing herewith the Statement of Investor Complaints for the quarter ended September 30, 2023 for Highways Infrastructure Trust (the "**Trust**"), issued by Link Intime India Private Limited, Registrar & Share Transfer Agent of the Trust.

Kindly take the above information on your records.

Thanking you,

For Highway Concessions One Private Limited

(acting in its capacity as the Investment Manager of Highways Infrastructure Trust)

Kunjal Shah
Company Secretary and Compliance Officer

Place: Mumbai

CC:-

| Axis Trustee Services Limited                   | Catalyst Trusteeship Limited                   |
|---|--|
| ("Trustee of the InvIT")                        | ("Debenture Trustee")                          |
| Axis House, Bombay Dyeing Mills Compound,       | Windsor, 6th floor, Office No.604, C.S.T Road, |
| Pandurang Budhkar Marg, Worli, Mumbai - 400025, | Kalina, Santacruz (East), Mumbai – 400098      |
| Maharashtra, India                              | Maharashtra, India                             |



LINK INTIME INDIA PVT LIMITED C-101, 247 Park, L.B.S. Marg, Vikhroli (West), Mumbai – 400083

Vikhroli (West), Mumbai – 400083 Phone: (022) 4918 6000; Fax: (022) 4918 6060

CIN: U67190MH1999PTC118368

Date: 03/10/2023

## HIGHWAYS INFRASTRUCTURE TRUST Investors' Grievances Report Period from 01/07/2023 to 30/09/2023 (ISIN-INE0KXY23015)

Please refer the below consolidated Investor Grievance Details for the period from 01.07.2023 to 30.09.2023.

| Description of Investors Grievances for the above Period | No of<br>Grievances |
|--|---------------------|
| Total Grievances pending at the Beginning of             |                     |
| Period   | 0                   |
| Grievances received by Post                              | 0                   |
| Grievances received by Emails                            | 0                   |
| N.S.E.   | 0                   |
| B.S.E.   | 0                   |
| SEBI   | 0                   |
| Total Grievances attended at the end of Period           | 0                   |
| Total Grievances pending at the end of Period            | 0                   |

We confirm that NO complaints remained unattended / pending for more than 30 days.

Thanking you, For Link Intime India Pvt Ltd

**Authorized Signatory** 

## Annexure

| For Financial Year (FY) 2023-24   |  |  |  |
|---|--|--|--|
|   | All complaints including SCORES complaints | SCORES complaints  |  |
| Number of investor complaints pending at the beginning of the year.                   | Nil  | Nil  |  |
| Number of investor complaints received during the year.                               | Nil  | Nil  |  |
| Number of investor complaints disposed of during the year.                            | Nil  | Nil  |  |
| Number of investor complaints pending at the end of the year.                         | Nil  | Nil  |  |
| Average time taken for redressal of complaints  | -  | •  |  |
| For Quarter Ending (QE) Sept 30, 2023   |  |  |  |
|   | All complaints including SCORES complaints | SCORES complaints  |  |
| Number of investor complaints pending at the beginning of the Quarter.                | Nil  | Nil  |  |
| Number of investor complaints received during the Quarter.                            | Nil  | Nil  |  |
| Number of investor complaints disposed of   | Nil  | Nil  |  |
| during the Quarter.   |  | Torrison and the second |  |
| during the Quarter.  Number of investor complaints pending at the end of the Quarter. | Nil  | Nil  |  |

|                   | Less than 1   | 1-3<br>months | 3-6<br>months               | 6-9<br>months | 9-12<br>months | Greater than<br>12 months       | Total        |
|-------------------|---------------|---------------|-----------------------------|---------------|----------------|---------------------------------|--------------|
| All complaints    | Nil           | Nil           | Nil                         | Nil           | Nil            | Nil                             | Nil          |
| SCORES complaints | Nil           | Nil           | Nil                         | Nil           | Nil            | Nil                             | Nil          |
|                   |               |               |                             |               |                |                                 |              |
| Complaints re     | solved during | FY 2023-      | 24 & Quart                  | er ended S    | eptember 3     | 0, 2023                         |              |
| Complaints re     | Less than 1   |               | 24 & Quart<br>3-6<br>months | 6-9<br>months | 9-12<br>months | 0, 2023  Greater than 12 months | Total        |
| Complaints re     | Less than 1   | 1-3           | 3-6                         | 6-9           | 9-12           | Greater than                    | Total<br>Nil |





Link Intime India Pvt. Ltd. CIN: U67190MH1999PTC118368 C-101, 247 Park, L.B.S. Marg,

Vikhroli (West), Mumbai - 400 083. Tel.: +91 22 4918 6000 Fax: +91 22 4918 6060

E-mail : mumbai@linkintime.co.in Website : www.linkintime.co.in

Date: 03.10.2023

TO,

**UNIT: HIGHWAYS INFRASTRUCTURE TRUST** 

ISIN'S: INE0KXY07018 INE0KXY07026

| Sub.: | Statement of Investor Complaints for the period ended as on September 30, 2023 w.r.t. Non-Convertible Debentures ("NCDs")  |
|-------|--|
| Ref.: | Regulation 13 (3) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations") |

We, Link Intime India Private Limited, are the Registrar and Transfer Agents of the Company w.r.t. said NCDs, only for providing electronic connectivity.

We further confirm that during the period from  $01^{st}$  July 2023 to  $30^{th}$  September 2023, we have not received any complaints/ grievances from holders of the NCDs issued by the Company and a summary of the same, as required in terms of the SEBI Listing Regulations as mentioned in the below table:

| Particulars                                    | No. of Complaints |
|--|-------------------|
| Pending at the beginning of the quarter        | 0                 |
| Received during the quarter                    | 0                 |
| Disposed off during the quarter                | 0                 |
| Remaining unresolved at the end of the quarter | 0                 |

This is for your information.

Thanking You.

Yours faithfully:

For Link Atime India Pyt Ltd.

Garresh Jadhav

Asst. Vice President - Depository Operations