Annual Compliance Certificate of National E-Governance Services Limited, Information Utility (IU) for the year ended 31.3.2021 under regulation 11(3) of the Insolvency and Bankruptcy Board of India (Information Utilities) Regulations, 2017

(Unless specifically indicated, the compliance relates to the financial year 2020-21)

PART A: Compliance with the provisions of Insolvency and Bankruptcy Code, 2016 (Amended up to 23rd September, 2020):

Sl. No.	Section	Does the IU comply with the provision? (NA /YES / NO/ PARTIALLY)	Specific Details	Response to specific details	Reasons for Non-compliance / Partial Compliance	Likely date of Compliance
1.	3(9)	Yes	**<u>Core Functions</u>** Whether the Core Functions of: (a) Accepting electronic submission of financial information, (b) Safe and accurate recording of financial information, (c) Authenticating and verifying the financial information submitted by a person; and (d) Providing access to information stored with the information utility to persons are	1. NeSL (IU) has developed an in-house software platform for accepting electronic submission of financial information. Financial creditors and operational creditors can file records of credit facilities in Form C format. The facility to file documents in respect of the balance sheet and cash flow statements of a debtor has		

			being performed by IU?	also been enabled. 2. This financial information is stored by NeSL in a safe and accurate manner. 3. The financial Information submitted by the financial creditors and the operational creditors is verified by the borrowers using the IU platform and authenticated by them by affixing digital signature. 4. Access to these records of financial information is provided by NeSL to persons permitted under the IBC, 2016 and under IBBI (IU) Regulations, 2017. 5. As on 31st March, 2021, NeSL has accepted electronic submission of financial information in Form C from: i. 4,565,545 financial credit records from 621		

				entities, ii. 292,206 operational credit records from 675 entities, iii. Of the 292,206 operational credit records, 282,489 records have been submitted by financial creditor entities and 9,717 records have been submitted by operational creditor entities. 6. Against these records, authentication has been obtained for: i. 2,83,457 financial credit records that are not in default ii. 4,41,783 financial credit records that are in default iii. 382 operational credit records that are not in default iv. 801 operational credit records that are in default		
2.	7 (4)	Yes	**Maintaining of Record of Default**	The Records of Default are auto-generated by the NeSL-		

			Whether Records of Default to financial creditor is maintained by IU?	IU software system. These can be downloaded by the financial creditors from the software system using the access that has been provided to them.		
3.	9(3)(d)	Yes	**<u>Records of payment of operational debt</u>** Whether records of payment of operational debt are maintained by IU?	Records of financial information in Form C, submitted by operational creditors on the NeSL IU software system and updated by them from time to time, are maintained by NeSL IU system. These records indicate the outstanding value of operational debt at the time of submission.		
4.	9(5)(i)(d)	Yes	**<u>Maintenance of record of notice of dispute</u>** Whether record of dispute regarding dues of an operational creditor is being maintained by IU?	During the authentication process for records of financial information submitted by operational creditors in Form C, debtors can make remarks and submit documents. These remarks and documents can be in respect of disputes raised by debtors and are accepted and		

				stored electronically on the NeSL IU system.		
5.	17 (2) (c)	Yes	**Access to electronic records of Corporate Debtor** Whether Access to electronic records of corporate debtor is being provided to the IP?	1. The IPs appointed as Resolution Professional in CIRP proceedings, on their registration on NeSL-IU Platform, are provided the facility to access the electronic records of that Corporate Debtor held with NeSL-IU. 2. NeSL personnel have been actively engaging with IPs through webinars, conferences and training sessions to spread awareness among IPs to use this facility. 3. The methodology for IPs to register themselves to use this facility has been published on the NeSL website. The methodology for registration has also been provided to the three IPAs for publishing on their respective websites.		
6.	37(1) (a)	Yes	**Access to Liquidator:**	1. The IPs appointed as		

			Whether access to electronic records of corporate debtor is being given to the Liquidator**?**	Liquidators in liquidation proceedings, on their registration on NeSL-IU Platform, are provided the facility to access the electronic records of that Corporate Debtor held with NeSL-IU. 2. NeSL personnel have been actively engaging with IPs through webinars, conferences and training sessions to spread awareness among IPs to use this facility. 3. The methodology for IPs to register themselves to use this facility has been published on the NeSL website. The methodology for registration has also been provided to the three IPAs for publishing on their respective websites.		
7.	52 (3)(a)	Yes	**<u>Maintaining records</u>** (i) Whether IU is maintaining records of security interest as provided by Financial Creditors	1. IPs appointed as Liquidators in Liquidation proceedings, on registering themselves on the NeSL IU		

			and giving access to record of security interest to Liquidators for verification?	system, are able to view all records of financial information pertaining to the debtor. This includes information in respect of security interest. 2. NeSL personnel have been actively engaging with IPs through webinars, conferences and training sessions to spread awareness among IPs to use this facility. 3. The methodology for IPs to register themselves to use this facility has been published on the NeSL website. The methodology for registration has also been provided to the three IPAs for publishing on their respective websites.		
8.	57 (a)	Yes	**<u>For Initiation of fast-track resolution process</u>** Whether records of proof of default is available with the IU?	NeSL's IU system provides the facility to generate record of default.		
9.	209	Yes	**<u>Certificate of Registration</u>** Whether the IU commenced	NeSL commenced business operations on 11th November		

			business after receiving the Certificate of Registration?	2017.		
10.	210	Yes	**<u>Registration and Renewal of Information Utility</u>** 1 Is the certificate of registration valid as on 31st March, 2020? 2 When is the renewal of registration due?	1. NeSL received its certificate of registration, valid for a period of 5 years, on 25th September, 2017. The certificate of registration is valid as on 31st March, 2021. 2. The certificate of registration is due for renewal on 25th September, 2022.		
11.	212	Yes	**<u>Constitution of a Governing Board, with independent members</u>** 1 Whether IU has set up a Governing Board with as the number of independent directors not being less than the number of shareholder director as provided in regulation 9(4)? 2 What is the number of independent directors on the Governing Board?	1. As on 31st March 2021, the Governing Board had 6 directors: 3 independent directors, 2 shareholder directors and 1 executive director. At all times during FY 2020-21, the number of independent directors was more/equal in number than number of shareholder directors. 2. As on 31st March, 2021, there were 3 independent directors on the Governing		

				Board of NeSL.		
12.	213	Yes	**<u>Provision of services</u>** Whether IU provides services, including core services, to persons who comply with terms and conditions as may be specified by regulation? Whether persons availing services satisfy terms and conditions as provided by regulations?	NeSL provides core services to persons who comply with the terms and conditions specified in the IBBI (IU) Regulations, 2017.		
13.	214 (a)	Yes	**<u>Creation and storing of information in universally acceptable format:</u>** Whether IU has created and stored financial information in a universally accessible format? Please specify the details about the format in which the IU creates and stores financial information?	NeSL accepts financial information in a universally accessible format. The NeSL IU system accepts financial information in JavaScript Object Notation (JSON) format and stores it in the same.		
14.	214(b)	Yes	**<u>Acceptance of submissions of financial information from persons under obligation to submit</u>** Does IU accept electronic submissions of financial information from persons who are	NeSL accepts electronic submission of financial information from financial creditors in the Form C format laid down in the IBBI (IU) Regulations, 2017. Under Section 215(2),		

			under obligations to submit financial information, in the form and manner provided for in the IBBI (IU) Regulations, 2017? Number of persons who have actually submitted financial information?	financial creditors are obliged to submit such information to IU. As on 31st March, 2021, NeSL has accepted electronic submission of financial information in Form C from 621 entities in the financial credit segment and 675 entities in the operational credit segment.		
15.	214(c)	Yes	**<u>Acceptance of submissions of financial information from persons intending to submit</u>** Does the IU accept electronic submissions of financial information from persons who intend to submit such information, in the manner as provided in Form C of the IBBI(IU) Regulations, 2017? Number of persons who have actually submitted financial information?	NeSL accepts electronic submission of financial information from any person that intends to submit such information by registering on NeSL IU system and paying the requisite fee for submission. The form and manner of such submission is in compliance with the IBBI (IU) Regulations, 2017. As on 31st March, 2021, NeSL has accepted electronic submission of financial information in Form C from 621 entities in the financial		

				credit segment and 675 entities in the operational credit segment.		
16.	214(d)	Yes	**Meeting of minimum service quality standards** What are the minimum service quality standards laid down by IU?	NeSL has laid down service quality standards in the form of time norms for IU services, namely: 1. For registration of users 2. For issuance of record of default certificate 3. For issuance of annual certificate to registered users in line with Regulation 25 of the IBBI (IU) Regulations, 2017 4. For issuance or other certificates, such as no record of dispute in respect of operational debt NeSL's service quality standards are available on its website at https://nesl.co.in/service-commitment/		
17.	214(e)	Yes	**Authentication of information received**	NeSL IU stores information after authentication.		

			Does the IU get the information received from various persons authenticated by all concerned parties before storing such information? Number of persons for whom such authentication has been carried out?	The status of authentication is as follows: i. In the financial credit segment, authentication has been done for 2,83,457 authenticated records in the non-defaulted category and 4,41,783 records are in the defaulted category. ii. In the operational credit segment, authentication has been done for 382 records in the non-defaulted category and 801 records are in the defaulted category.		
18.	214(f)	Yes	**<u>Provision of access to intending persons</u>** Does the IU provide access to the financial information stored with it to any person who intends to access such information, in the manner specified in the IBBI (IU) Regulations, 2017? No. of persons for whom such access has been provided?	IU provides access to the financial information records stored with it to persons intending to do so, in the manner specified in the IBBI (IU) Regulations, 2017. As on 31st March, 2021, NeSL had the following registered users: i. 621 in the financial credit segment, ii. 675 in the operational		

				credit segment, iii. 1,39,184 debtors in respect of financial credit segment, iv. 754 debtors in respect of operational credit segment, and v. 522 IPs These registered users have the ability to access financial information stored in the NeSL IU system in the manner laid down by IBBI (IU) Regulations, 2017.		
19.	214(g)	Yes	**<u>Publishing of statistical information as specified by regulations</u>** 1. Does the IU publish such statistical information? 2. Please provide details of the information published? 3. On which date such information was published? 4. What is the periodicity of such publications? 5. Where is the statistical information published?	NeSL submits a monthly report to IBBI. This report contains statistics pertaining to number of persons registered, number of records submitted and authenticated. The report is submitted in the first week of every month with information for the preceding month. Based on NeSL's monthly report submissions, the IBBI publishes statistics pertaining		

				to IU records in its Quarterly Newsletter.		
20.	214(h)	Yes	**<u>Inter-operability:</u>** Does the IU have capabilities to provide interoperability with other information utilities?	NeSL has the capability to provide interoperability with other IUs.		
21.	215		**<u>Persons submitting Financial Information</u>** 1. Please provide the total number of persons who intended to and have submitted financial information to the IU? 2. Please provide the total number of persons who have accessed the information from the IU? 3. Please provide details of the fee charged by IU to the person who intends to submit financial information or to access the information from IU as per Section 215 read with Regulation 32(2) of the IBBI(IU) Regulations, 2017? 4. Number of financial creditors who have submitted financial information and	1. As on 31st March, 2021, a total of 1,296 creditor entities have submitted financial information to NeSL IU system: 621 entities in the financial credit segment, and 675 entities in the operational credit segment. 2. A total of 1,39,938 debtors have access to the financial information records in the IU: 1,39,184 debtors in the financial credit segment and 754 debtors in the operational credit segment. 3. Annexure II provides the structure of fees charged by NeSL for submission of financial information and for access to it.		

			information relating to assets in relation to which any security interest has been created. 5. Number of operational creditors who have submitted financial information to the IU.	The same is also available on the website of NeSL at https://nesl.co.in/wp-content/uploads/2020/08/Fee-structure-wef-25082020-1.pdf 4. 621 financial creditors have submitted financial information relating to assets in relation to which any security interest has been created. 5. A total of 675 creditors in the operational credit segment have submitted financial to the NeSL IU system.		
22.	216	Yes	**Applications for Updation/ Modification/Rectification** 1. Whether the IU has received applications to update / modify / rectify errors in the financial information submitted under section 215, in the manner as provided in Form C of the IBBI(IU) Regulations, 2017? 2. Please provide the number	1. Modification of records is not permissible once submitted. However, submitters of information are permitted to error mark an existing record and then upload a subsequent version of the record. The subsequent version of the record can be uploaded		

			of applications for up-dation/ modification/ rectification of error received by IU in the manner as provided in Form C of the IBBI(IU) Regulations, 2017. 3. Please provide the various reasons for updation/modification/rectification of information?	through a new JSON file or through screen-based entry of information. Every submission, in respect of a Unique Debt ID (UDI), whether a new submission or an update of an existing record, is given a distinct submission ID. 2. 95,99,808 applications for up-dation/modification of information has been received in the financial credit segment and 2,09,473 applications for up-dation/modification of records have been received in the operational credit segment. Further, 25,00,293 applications for rectification of information have been received in the financial credit segment and 84 applications for rectification have been received in the operational credit segment.		

				3. Update/rectification of records are undertaken for a range of reasons, from change in outstanding amount to change in nature of credit facility or any detail submitted.		

PART B: Compliance with provisions of the Insolvency and Bankruptcy Board of India (Information Utilities) Regulations, 2017 (Amended up to 13th November, 2020):

Sl. No.	Regulation	Does the IU comply with the provision? (NA /YES / NO/ PARTIALLY)	Specific Details	Response to specific details	Reasons for Non-compliance / Partial Compliance	Likely date of Compliance
1	3	Yes	Whether the IU is a public company?	NeSL was incorporated on 24th June, 2016 as a public limited company.		
2	3(a)	Yes	Whether sole object of IU is to provide core services and other services as mentioned under these Regulations?	The objects clause in NeSL's Memorandum of Association was modified on 2nd August, 2017 to be in compliance with the requirements of the IBC, 2016 and Regulation 3(a) in this regard.		
3	3(b)	Yes	1 Whether shareholding and governance structure is in accordance with Chapter III? 2 Provide the shareholding pattern of IU.	1. NeSL's shareholding and governance structure is in compliance with the regulations in Chapter III of the IBBI (IU) Regulations, 2017. 2. The shareholding pattern of NeSL, as at 31st March, 2021, is provided in Annexure I.		
4	3(c)	Yes	Whether the bye laws of IU are in accordance with Chapter IV?	The bye laws of NeSL are in compliance with the regulations in Chapter IV of the IBBI IU Regulations,		

				2017. The bye laws have been submitted to IBBI and are available on NeSL's website.		
5	3(d)	Yes	**<u>Networth criteria</u>**: 1 Whether the IU has maintained a networth of Rs.50 crore? 2 Net worth of the IU as on 31st March, 2020.	1. NeSL has maintained a minimum networth of Rs. 50 crore throughout its registration as an IU. 2. As on 31st March, 2021, NeSL had a networth of Rs. 109.79 cr. This value is a provisional one and will be finalised once the process of closure of annual accounts and its audit is completed.		
6	3(g)	Yes	**<u>Fit & Proper compliance</u>** 1. Whether the IU is a fit and proper person? 2. Whether the promoters of the IU are fit and proper persons? 3. Whether the directors and key managerial personnel of the IU are fit and proper persons? 4. Whether every person holding more than 5% directly or	1. Fit and proper declaration has been obtained from the MD and CEO of NeSL. 2. Following promoters have submitted the fit and proper declaration: LIC, Union Bank of India, State Bank of India, ICICI Bank, Canara Bank, Bank of Baroda and CDSL. NeSL is following up with New India Assurance Company Limited to obtain this declaration. 3. Yes, the declaration in this regard has been obtained from Directors and KMPs. 4. Out of the shareholders with more than 5% shareholding LIC and Union		

			indirectly, of paid-up equity share capital or its total voting power as on 31st March, 2020 is a fit and proper person?	Bank of India, State Bank of India, CDSL, Bank of Baroda and Axis Bank have submitted the fit and proper declaration.		
7	4 and 5	NA	1 Whether application for renewal of the certificate of registration of IU (if applicable) was made at least six months before the expiry of its registration, in Form A along with the requisite fee? 2 Date of last renewal of certificate of registration of IU (if applicable)?	1. Not applicable as NeSL's registration certificate is valid till 25th September, 2022. 2. Not applicable.		
8	6(2)(a) to (c)	Yes	Has the IU at all times after the grant of certificate of registration abided by its code, bye laws and requirements as specified under	NeSL has, at all times since its grant of certificate of registration as an IU, complied with: 1. The relevant provisions of IBC, 2016, 2. NeSL's bye laws, and		

			Regulation 5(4)?	3. The requirements specified in regulation 5(4) of the IBBI (IU) Regulations		
9	6(d)	Yes	**Payment of registration fee** Whether the IU has paid a fee of Rs. 50 lakhs within 15 days of date of receipt of intimation of registration or renewal?	The registration fee of Rs. 50 lakhs was paid in full, after receipt of the invoice as per the provisions of the GST Act, on 24th October, 2017. The GST amount of Rs. 9 lakhs was paid on 27th October, 2017.		
10	6(e)	Yes	**Payment of Annual Fee** 1 Whether IU has paid annual fee of Rs.50 lakh within 15 days from the commencement of the financial year? 2 When did the IU pay fee for 2020-21?	1. For FY 20-21, there was some delay in paying annual fees to IBBI on account of Covid-19 related challenges. This was communication to IBBI and some additional time was sought from it for payment, which the IBBI allowed. 2. The annual fee for FY 20-21, including GST, was paid as follows: On 15th April, 2020: Rs. 11.8 lakhs On 29th April, 2020: Rs. 23.6 lakhs On 2nd May, 2020: Rs. 23.6 lakhs In addition, on 1st June, 2020: Rs. 22,439 was paid as interest on delayed		

				payment.		
11	6 (f)	NA	**<u>Prior approval of IBBI for certain changes in shareholding</u>** Was prior approval of IBBI sought for: i the acquisition of shares or voting power by a person, which taken together with paid-up equity shares or voting power, if any, held by such person, entitles him to hold more than five per cent, directly or indirectly, of the paid-up equity share capital or total voting power; ii Change of control iii Merger / Amalgamation iv Sale, disposal, or acquisition of the whole, or substantially the whole of its undertaking v Voluntary	During FY 20-21, there was no change in shareholding or control of NeSL. NeSL did not undertake any of the actions listed in Regulation 6(f)(ii) to (v).		

			liquidation, dissolution or any similar action involving discontinuation of its business			
12	6(g)	NA	**Intimation of change in holding of a shareholder holding more than 5%** Whether the IU has intimated the Board if a person holding more than five per cent, directly or indirectly, of its paid-up equity share capital or total voting power ceases to hold at least five per cent, directly or indirectly, of its paid-up equity share capital or total voting power, within fifteen days from such cessation?	There has been no change in the shareholding of NeSL in FY 20-21.		
13	6(h)	Yes	**Handling of complaints/ grievances** 1 Whether the IU	1. Yes. 2. 144 filings were lodged on the NeSL Grievance Portal		

			received any complaints or grievance? 2 How many grievances /complaints have been received by the IU? 3 How many grievances /complaints did the IU redress during the year? 4 How many grievances are pending for disposal at the end of the year? 5 Whether adequate steps for redressal of grievances were taken? 6 What was the most common type of grievance? 7 What was the average time taken for disposal of grievances? 8 No. of grievances/complaints received through IBBI	between 1st April 2020 and 31st March 2021. These filings were not complaints against NeSL service. They were in the nature of clarifications/guidance sought for availing NeSL services. 3. All 144 filings were addressed during the year. 4. As on 31st March, 2021, no grievances from FY 20-21 were pending disposal. 5. Yes. All filings on the Grievance Portal were adequately addressed. 6. Almost all the grievances are towards seeking clarifications on IBC/IU concepts. A few of them were relating to difficulty in affixing Aadhaar e-sign. 7. Maximum 48 hours. 8. One reference came from IBBI. It was clarified suitably and disposed.		

			& their status?			
14	6(i)	NA	**<u>Takeover of information from other IUs and provision of core services, under directions of the Board</u>** Whether the IU has taken over information stored with other information utilities, and provided core services to their users on the directions of and in the manner as may be directed by the Board? Note-As on date, only one IU has been registered with the Board, subsequently if any IU is registered with the Board, directions in this regard will be issued.	As on 31st March, 2021, NeSL was the only IU under IBC.		
15	8(1)	Yes	**<u>Holding of more than</u>**	NeSL shareholding pattern as on 31st		

			10% paid up Equity in the IU Has any person, directly or indirectly, either by itself or together with persons acting in concert, acquired or held more than ten percent of the paid-up equity share capital or total voting power of an information utility?	March, 2021 is given in Annexure I. Bank of Baroda is the only entity that holds more than 10% of the paid-up equity of NeSL. This is consequent to the merger of Dena Bank with Bank of Baroda. Bank of Baroda held 105,00,000 shares of NeSL as on 31st March 2021.		
16	9(4)	Yes	**Board composition: No. of Independent directors shall not be less than the no. shareholder directors.** 1 Whether there are more independent directors on the Board of the IU than shareholder directors? 2 How many directors of the IU are independent directors?	1. Yes. As on 31st March 2021, there were six directors on the NeSL Governing Board: three independent directors, two shareholder directors, and one managing director. 2. Three directors on the IU Governing Board are independent directors.		
17	9(10)	Yes	**Chairperson of the**	1. Shri T S Vishwanath (an independent		

			Board to be an independent director 1 Whether an independent director has been elected to chair the Governing Board? 2 How many meetings of the Board did the Chairperson of the Governing Board chair during the year?	director) was the Chairman of the Governing Board till 30th September 2020. From 1st October, 2020 Shri R. Gandhi (an independent Director) has been the Chairperson of the NeSL Governing Board. 2. There were four meetings of the Governing Board during FY 20-21. All these meetings were chaired by the Chairperson of the Governing Board.		.
18	9B	Yes	**Compliance with Regulation 9 and 9A**	Yes. Complied.		
19	10(1)	No	**Regulatory Committee** 1 Whether the IU has constituted a Regulatory Committee? 2 What is Composition of the Committee? 3 How many times the Committee met during the year?	The Regulatory Committee was constituted on 2nd August, 2017 and was discontinued w.e.f. 18th January, 2018 since Regulation 10(1) in respect of a Regulatory Committee is not a mandatory requirement.		
20	10(2)	NA	Whether the regulatory committee is monitoring and overseeing the compliance by IU with	The Compliance Officer is performing this role. The Compliance Officer reports to the NeSL Governing Board directly.		

			respect to the Code?			
21	10(3)	No	**<u>Submission of reports by the Compliance Officer to the Regulatory committee</u>** Whether the Compliance officer has submitted any reports to the Regulatory Committee? If yes, the details of such reports.	Since Regulation 10 (1) in respect of the Regulatory Committee is not mandatory the NeSL Governing Board presently does not have a Regulatory Committee.		
22	11(1)	Yes	**<u>Appointment of Compliance officer</u>** 1 Has the IU designated/ appointed a Compliance Officer to ensure compliance with requirements of the Code? 2 Mention the name and date of appointment of the Compliance officer? 3 What is the term of appointment of Compliance officer?	1. Yes. NeSL has appointed a Compliance Officer. 2. Shri C Mruthunjaya Murthy, CS & Legal Counsel was appointed as Compliance Officer w.e.f. 28th January, 2019 and continued in this position till 13th April, 2021. In its meeting held on 13th April, 2021 the Governing Board of NeSL approved the appointment of Smt. Anjali Sharma as the Compliance Officer in place of Mr. Mrithunjaya Murthy. 3. The Compliance Officer is an employee of the company appointed as per HR policy of the company.		

23	11(2)	No	**<u>Compliance officer's observations/ noting regarding non-compliance</u>** 1 Did the Compliance Officer observe or note any non-compliance with the provisions of the Code? 2 What are the details of such non-compliance and provide the reasons for the same? 3 Whether the non-compliance have been rectified?	1. The Compliance Officer has not noted any non-compliance. 2. Not applicable since no non-compliance has been noted.		
24	11(2)	NA	**<u>Compliance officer's reporting of non-compliance to the Board</u>** If any such instances were observed, did the Compliance Officer make and submit his report to the Board?	Not applicable since the Compliance Officer has not noted any non-compliance.		

25	11(3)	Yes	**Submission of annual compliance certificate by the Compliance officer to the Board** Whether the Compliance Officer has submitted the annual compliance certificate to the Board, verifying that the information utility has complied with the requirements of the Code and has redressed customer grievances?	Annual compliance certificate, verifying compliance with the requirements of the IBC, 2016 and regulations therein and confirming redressal of customer grievances, has been submitted to the IBBI for the years FY 2017-18, FY 2018-19 and FY 2019-20. The annual compliance certificate for FY 20-21 will be submitted by 30th April, 2021.		
26	11(4)	Yes	**Approval of the appointment/removal of the Compliance officer by the Governing Board** Whether the appointment/removal of Compliance Officer was approved by the Governing Board, at a duly conducted meeting?	The appointment of the Compliance Officer was approved by the Governing Board at a duly conducted meeting.		
27	12	Yes	**Grievance redressal**	1. The Governing Board of NeSL has		.

			policy 1 Does the IU have a Grievance Redressal Policy? 2 Whether the policy complies with the requirement of Regulation 12 of IU Regulations, 2017?	adopted a Grievance Redressal Policy. The policy is available on the NeSL website at https://nesl.co.in/wp-content/uploads/2020/05/Grievances-Redressal-Mechanism_NeSL_Revised.docx.pdf 2. The policy complies with the requirements of Regulation 12 of the IBBI (IU) regulations. 2017.		
28	13	Yes	**Technical standards** 1 Does the IU comply and follow the Technical Standards? 2 Where there are non- compliances, reason for the same and the timeframe within which these shall be rectified.	1. NeSL complies with and follows the Technical Standards. 2. Not applicable.		
29	14(2)		Did the CEO of the IU attend any of the meetings of the technical committees organized by IBBI? If yes, please provide details.	The MD & CEO of the IU, Shri S. Ramann, attended all the meetings of the Technical Committee organized by IBBI.		
30	15(1)	Yes	**Bye-laws**	The Bye-laws have been approved by		

			Does the IU have Bye-laws for conduct of its operations?	its Governing Board, adopted and conveyed to the IBBI. The Bye-laws are available on the website of NeSL at https://nesl.co.in/wp-content/uploads/2020/11/Amended-NeSL-Bye-laws-wef-23-11-2020.pdf		
31	16(1)	Yes	**Amendments to the Bye-laws** 1 Whether the Bye-Laws of the IU have been amended? 2 Was the amendment done through a resolution passed by votes in favor being three times the number of votes if any, cast against the resolution, by the directors?	1. During FY 20-21, there were two instances of amendment to Bye-laws. One amendment was done with the approval of the Governing Board in its meeting held on 30th September, 2020. The second amendment was done with the approval of the Governing Board in meeting held on 8th January, 2021. The amended Bye-Laws were submitted to IBBI. 2. Yes. Complied.		
32	16(2)	Yes	**Filing of intimation of amendments to Bye-laws within the prescribed period** Whether the resolution passed in accordance	Yes. Complied.		

			with sub regulation (1) was filed with IBBI within 7 days of its passing?			
33	17(2)	Yes	**Provision of Services** 1 Is the IU providing any incidental services to its core services? 2 If so, whether prior approval of the board was sought to provide such services? 3 Whether such approval has been granted?	1. NeSL is providing a Platform for Distressed Assets (PDA) service. 2. This service is being provided in response to the IBBI Tender on "Invitation of Application for Empanelment for Platform for Distressed Assets (PDAs)" issued on 12th June, 2019 (details available at https://ibbi.gov.in//uploads/tender/2019-06-12-224257_Platform_Distressed_Assets-_Invitation_original_(Final)-R.pdf). 3. NeSL empanelment as a provider of PDA service was granted by IBBI vide letter dated 15th July, 2020.		
34	17(3)	Yes	Whether IU is complying with applicable technical standards, while providing services?	Complied.		

35	18(1)	Yes	**Registration of Users** 1 Whether IU has registered users for submitting of information and accessing of information stored with the IU? 2 Number of persons registered with IU for submission of information. 3 Number of persons registered with IU for accessing the information.	1. Yes. NeSL has registered users for submitting financial information and accessing it. 2. As on 31st March, 2021, a total of 1,296 persons were registered with NeSL for submitting information. These include: i. 621 creditors in the financial credit segment ii. 675 creditors in the operational credit segment 3. As on 31st March, 2021, a total of persons 1,41,756 registered with NeSL had the ability to access information: i. 621 creditors in the financial credit segment ii. 675 creditors in the operational credit segment iii. 1,39,184 debtors in the financial credit segment iv. 754 debtors in the operational credit segment, and v. 522 IPs		
36	18(2)	Yes	**Verification of identity of applicant for registration** Does the IU verify the	Yes. NeSL verifies the identity of the person under Regulation 18(1) and grant registration.		

			identity of the person under sub-regulation (1) and grant registration to users?			
37	18(3)	Yes	**<u>Intimation of unique identifier upon successful registration</u>** Upon successful registration, does the IU intimate the user of their unique identifier?	The user is intimated of the unique identifier through email sent on the registered email id of the user.		
38	18(5)	Yes	**<u>Functionality to allow authorized representatives to carry on activities in sub-regulation (1)</u>** 1 Has the IU provided a functionality to registered users, to enable their authorized representatives to carry on the activities in sub-regulation (1) on its behalf? 2 No. of cases where such functionality has been provided.	1. Yes. Authorized representatives of registered users can carry out the activities as per regulations on their behalf. User registration via authorized representatives is accompanied by verification of the authorized representative and backed by appropriate Authority Letters. 2. This functionality has been provided for all the 621 creditors in the financial credit segment and 675 creditors in the operational credit segment as well as the corporate debtors registered as users.		

39	18(6)(a)	Yes	**List of users, unique identifiers and unique identifiers of debt** Is the IU maintaining list of registered users, unique identifiers, unique identifier allotted to debt under regulation 20?	Yes.		
40	18(6)(b)	NA	**Availability of above list to other IUs and the Board** Has the IU made available the above list to other IUs and to the Board?	As on 31st March, 2021, NeSL is the only IU. Hence, the the requirement for sharing the list with other IUs is not applicable. NeSL shall make the list available to IBBI whenever IBBI requires it to do so.		
41	19	NA	**Enabling access to registered user of other IUs' information** Did the IU allow access to the registered user of other IUs to access information on its platform**?**	Not applicable as of now since NeSL is the only IU in existence.		
42	20(1)	Yes	**Acceptance of information in Form C of the Schedule**	Yes		

			Whether IU accepts information submitted by a user in Form C?			
43	20(2)(a)	Yes	Has the IU assigned a unique identifier to all the information including its record of debt?	Yes		
44	20(2)(b)	Yes	On receipt of information from registered user, does the IU acknowledge its receipt and notify the user of the unique identifier of the information, the terms and conditions of authentication and verification and manner in which the information may be accessed by the other parties?	Such intimation and information are sent by email, to the registered email id of the user, upon successful upload of information. This process is being managed by the NeSL IU system.		
45	21	Yes	**Validation and authentication of default information** Is the IU ensuring verification and	NeSL undertakes the process of verification and authentication of default in line with the process laid down in Regulation 21(2).		

			authentication of the information of default as soon as it is received by it?			
46	21(2)	Yes	For the purpose of verification and authentication of information of default-, (i) Whether the IU sought confirmation of default from the debtor? If yes, please provide the number of cases. (ii) Whether debtor was reminded at least three times for confirmation of information of default, in case debtor did not respond? If yes, please provide the number of cases. (iii) Whether the information of default or reminder was submitted to the debtor either by	(i) Yes. in all the 4,75,593 default reported cases, default authentication was sought by NeSl. (ii) Yes. reminder emails are sent to debtors at least three times. In each instance the debtor is allowed a period of three days to respond. This process has been carried out for all the 4,75,593 default reported cases. (iii) The information of default and the reminders are first sent to the debtor through email. The email of the debtor is obtained from the information furnished by the submitter of information or from the records available on the MCA website. Whenever, email delivery to the debtor is unsuccessful, physical letters are sent to the debtor by Registered Post with Acknowledgment Due (RPAD). The number of defaulted credit records where RPAD letters were sent during FY 20-21 is 27,871.		

			hand, post or electronic means at the postal or email address of the debtor? If yes, please provide the number of cases.			
47	21(3)	Yes	On completion of process of authentication and verification of default, whether the status of authentication of information of default was recorded as provided in the Regulations? The number of cases each under red, green and yellow status may be provided.	As on 31st March, 2021, out of a total 4,75,593 default reported credit records, authentication status is available for 4,42,584 loan records. The categorization of these as per Regulation 21(3) is as follows: i. Admitted (Green): 1,925 ii. Disputed (Red): 3,104 iii. Deemed to be authenticated (Yellow): 4,37,555		
48	21(4)	Yes	Was the status of information of default communicated to all concerned as provided in the Regulations?	Yes		
49	21A	Yes	**Dissemination of public announcement.** 1. Does IU receive or	1. NeSL and IBBI systems have been integrated suitably for NeSL to receive public announcements available on the		

			have access to public announcements of of insolvency proceedings in respect of corporate debtors under the IBC, 2016? If yes, what is the mechanism of such access? 2. Does IU disseminate such public announcements to the registered users of IU NeSL who are creditors of such corporate debtors ?	IBBI website. At every day end, the public announcements updated on the IBBI website by IPs are received by NeSL. 2. On receiving these public announcements, NeSL sends email on the public announcement to the creditors (registered as users on the NeSL system) of the corporate debtor on the same day.		
50	22	Yes	**<u>Storage of information in India</u>** Whether IU stores all information in a facility that is located in India and governed by the laws of India?	NeSL's primary storage facility is in Hyderabad and the Disaster Recovery (DR) site is in Mumbai. All laws of India are complied with by NeSL and the service provider. The service provider carries necessary certifications in this regard.		
51	23	Yes	**<u>Allowing of access to specified persons</u>** Has access of information been	NeSL has provided access to information to persons described under Regulation 23 (a) to (h).		

			provided to the persons described under Regulation 23(a) to (h)?			
52	23(2)	Yes	Whether information to be accessed by the user includes date of information last updated, status of authentication, status of verification?	Information accessed on NeSL IU system displays last updated (submission) date and also status of verification and authentication. The user is able to view the updated information as well as the status of verification and authentication by other parties to credit facility record.		
53	23(3)	Yes	Whether IU is providing information to Adjudicating Authority and Board free of charge?	No fee is being charged for providing information to Adjudicating Authority and the IBBI.		
54	24	NA	**<u>Accessing information stored with other IUs?</u>** Has the IU provided a functionality to enable its users access information stored with any information utility?	Since NeSL is the only IU in existence this requirement is currently not applicable.		
55	25(1)	Yes	**<u>Annual Statement to registered users, free of charge</u>** Has the IU provided its	The annual statement is made available for download in the NeSL IU system. Each user can login into the system and access their annual statements. An		

			registered users an Annual Statement of all information pertaining to the user, free of charge? If yes, please provide the date on which the said information was provided and number of users.	email intimation is sent users informing them that the annual statement is available to download. For FY 19-20, this email intimation was sent to all registered users on 1st May, 2020. For FY 20-21, this email intimation was sent to all users by 30th April, 2021.		
56	25(2)	Yes	**<u>Functionality to mark erroneous information and correction of the same</u>** 1 Has the IU provided a functionality to the user to mark information as erroneous and correct it? 2 No. of instances where the facility has been used.	1. Modification of records is not permissible once submitted. However, submitters of information are permitted to error mark an existing record and then upload a subsequent version of the record. The subsequent version of the record can be uploaded through a new JSON file or through screen-based entry of information. Every submission, in respect of a Unique Debt ID (UDI), whether a new submission or an update of an existing record, is given a distinct submission ID. 2. 95,99,808 applications for up-dation/modification of information has been received in the financial credit segment and 2,09,473 applications for		

				up-dation/modification of records have been received in the operational credit segment. Further, 25,00,293 applications for rectification of information have been received in the financial credit segment and 84 applications for rectification have been received in the operational credit segment.		
57	26	No	**Porting Information** 1 Has IU imported information from the registries as notified by the Board? 2 Is the IU rendering core services for the information imported as above?	1. NeSL has initiated discussion with MCA in respect of importing information from MCA-21. 2. While the discussions with MCA in respect of importing information from MCA-21 is on, NeSL has enabled the facility for users to submit financial information as per 3(13)(e) of the IBC, 2016, that is "records of balance sheet and cash flow statements of the person" in the NeSL IU system.		
58	28	Yes	**Care and diligence in services, acting as custodian of the information** Whether IU has ensured that due and reasonable care, skill and diligence	Yes.		

			has been taken while providing its services?			
59	29	Yes	**Non-discrimination** Whether IU has provided its services without any discrimination in any manner?	Yes.		
60	30(1)	Yes	**Consent, rights of user, secure systems, protection of system against unauthorized access, etc. and transfer of information** Does the IU comply with all the provisions of other duties as provided in regulation 30(1)?	NeSL has complied with all the duties as specified in regulation 30(1) (a to f).		
61	30(2)(a)	Yes	**Core services not to be outsourced** 1 Whether any core services of the IU, have been outsourced? 2 In case any services have been outsourced, details of the same to be provided.	1. No core services of IU have been outsourced by NeSL. 2. Not applicable since no core services have been outsourced.		

	(b)	Yes	**Use of information for purposes of services under the Regulations** Did the IU use the information stored with it for any purpose other than providing services under these Regulations, without the prior approval of the Board? If yes, provide details	Information is used only for purposes defined in the regulations.		
	(c)	Yes.	**Obtaining of information for purposes of services only under the Regulations** Whether IU has sought data or details of users except as required for the provision of the services under these Regulations? If yes, provide details	Data or details of users have been sought only as required for the provision of services		
62	31	Yes	**Insurance** Has the IU made	NeSL has obtained an Operations Risk policy for Rs.2 crore.		

			adequate arrangements including insurance for indemnifying the users for losses that may be caused to them by any wrongful act, negligence or default of the information utility, its employees or any other person whose services are used for the provision of services under these regulations?			
63	32	Yes Yes	**Fee Structure** 1. Has the IU charged uniform fee for providing the same service to different users? 2. What are the fees for submission of information? 3. What are the fees for providing access to information? 4. Is the fee structure	1. Yes. 2. Fee structure is given in Annexure II 3. NeSL does not charge any fees for accessing information. 4. Yes. The fee structure is available on the NeSL website at https://nesl.co.in/wp-content/uploads/2020/08/Fee-structure-wef-25082020-1.pdf 5. During FY 20-21, there was no increase in the fee structure of NeSL. 6. No fees are charged for access to information.		

			for provision of services placed on the website of IU? 5. Whether IU has disclosed increase in fee structure for the provision of services (if any) at least 3 months before the increased in fees was affected? 6. Whether fees for providing access to information exceeds the fees charged for submission of information?			
64	33	Yes	**Risk Management** Whether the IU has established adequate risk management framework, in accordance with the technical standards and as provided in the regulations?	Yes		

65	34	Yes	**<u>Audit of IT framework by external agency</u>** 1 Has the IU appointed an external auditor, having relevant qualifications to audit its information technology framework, interface and data processing systems during the year? 2 Whether the audit report was submitted to the Governing Board of IU for its consideration? 3 Whether the audit report, along with the comments of the Governing Board of IU, was submitted to IBBI within 30 days of receipt from the external auditor?	1. Yes, C-DAC has been appointed as external auditor for the year FY 20-21 to audit the information technology framework, interface and data processing systems. 2. The audit is proposed to be completed by June, 2021 and its report will be submitted to the Governing Board. 3. Yes. For FY 19-20 the audit report was received from CDAC on 31st July, 2020. This report was submitted to the Governing Board on 24th August, 2020. The audit report was submitted to the IBBI on 26th August, 2020.		
66	35(1)	Yes	**<u>Preservation policy</u>** 1 Does the IU have a preservation policy providing for the form,	1. NeSL has a data preservation policy consistent with the Technical Standards.		

	35(2)	Yes	manner and duration of preservation of information stored with it and, details of the transactions, of the information utility with each user in respect of the information stored with it? 2 Is the preservation policy consistent with the Technical Standards?	2. Yes.		
67	36(2)	Yes	**Annual Report to IBBI** 1 Has the IU submitted a Report to IBBI providing information as provided in Regulation 36(2)? Data of submission of Annual Report. Note: Annual Report should be submitted within 30 days from the close of financial year, containing information as provided for in	Complied. The Annual Report on IU operations for FY 20-21 has been submitted to the IBBI within 30 days of the close of the FY 20-21.		

			Regulation 36(2) (a) to (i) of IBBI(IU) Regulations, 2017.			
68	37(2)	Yes	**Inspection by IBBI** 1 Whether any inspection was carried out by IBBI? 2 Mention the date and period of inspection? 3 Were there any adverse remarks on IU, highlighted in the inspection by the Board? 4 Have the adverse remarks been rectified?	1. Yes. An offsite inspection was carried out by the IBBI through the online mode. 2. The order of inspection was issued by the IBBI on 18th June 2020. Documents were sought from NeSL vide email on 22nd June 2020, 11th July 2020 and 22nd July 2020. NeSL IU replied on the e-mails sent by the IBBI vide e-mail dated 27th June 2020, 14th July 2020 and 23rd July 2020. The IA conducted two virtual meetings with NeSL team through Microsoft Teams on 10th July 2020 and 10th August 2020 3. Draft Inspection Report was sent to NeSL vide email on 27th August, 2020. NeSL furnished its responses to the observations in the Draft Inspection report vide email on 8th September, 2020. 4. NeSL furnished responses to the Draft Inspection Report vide email on 8th September, 2020.		
69	38(1)	Yes	**Storing of information**	Yes.		

			<u>submitted by IPs</u> Whether IU has enabled IPs to submit reports, registers and minutes in respect of any insolvency resolution, liquidation or bankruptcy proceedings for storage?			
70	38(2)	No	Whether access was provided by IU to users other than the concerned insolvency professional / the Board / Adjudicating Authority?	No		
71	38(3)	Yes	Whether the IU has discharged the duties specified in Chapter VI in respect of the reports, registers and minutes submitted under sub-regulation 38(1)?	Yes		
72	39(1)	Yes	**<u>Exit management plan</u>** Does the IU have an exit management plan as provided in regulation 39(1)?	Yes		

73	39(2)	No NA	**<u>Modification to Exit management plan</u>** 1 Whether the IU has amended its exit plan? 2 If so, whether prior approval of IBBI was taken?	No NA		
74	40	No NA NA NA NA	**<u>Surrender of registration</u>** 1 Whether the IU has applied to surrender its registration certificate to the Board? 2 Whether reasons of such a surrender were given to the Board? 3 Whether details of IU's pending, and ongoing activities were provided to the Board before applying for surrender of its certificate of registration? 4 Whether details of how the exit	No NA NA NA		

			management plan will be implemented by the IU were provided to the Board? 5 Has the board communicated its acceptance of the surrender?	NA		
75	41	No NA NA	**<u>Disciplinary proceedings</u>** 1 Has IBBI issued any show cause notice to the IU? 2 Was response filed to the show cause notice as per regulations? 3 Were any orders passed by IBBI, subsequent to the reply?	No NA NA		

For National E-Governance Services Limited

ANJALI SHARMA Digitally signed by ANJALI SHARMA

Anjali Sharma
Compliance Officer

Annexure I: Shareholding pattern and residential status of shareholders as on 31.03.2021

S.No	Name of the Shareholders	Residential Status	No. Shares held	Value of share in Rs.	Shareholding (%)
1	Life Insurance Corporation of India	Resident	45,00,000	4,50,00,000/-	6%
2	State Bank of India	Resident	75,00,000	7,50,00,000/-	10%
3	Canara Bank	Resident	75,00,000	7,50,00,000/-	10%
4	Bank of Baroda (includes 30,00,000 Shares of Dena Bank post-merger with BOB w.e.f. 1.04.2019)	Resident	105,00,000	10,50,00,000/-	14%
5	ICICI Bank Ltd.	Resident	74,25,000	7,42,50,000/-	10%
6	Central Depository Services Limited	Resident	30,00,000	3,00,00,000/-	4%
7	Union Bank of India	Resident	37,50,000	3,75,00,000/-	5%
8	New India Assurance Co. Ltd.	Resident	37,50,000	3,75,00,000/-	5%
9	United India Insurance Co. Ltd.	Resident	15,00,000	1,50,00,000/-	2%
10	HDFC Holdings Ltd.*	Resident	37,50,000	3,75,00,000/-	5%
11	Punjab National Bank	Resident	37,50,000	3,75,00,000/-	5%
12	Indian Bank	Resident	37,50,000	3,75,00,000/-	5%
13	National Bank For Agriculture & Rural Development	Resident	15,00,000	1,50,00,000/-	2%
14	Axis Bank Ltd.	Resident	71,25,000	7,12,50,000/-	10%
15	Small Industries Development Bank of India	Resident	12,00,000	1,20,00,000/-	2%
16	Karnataka Bank Ltd.	Resident	45,00,000	4,50,00,000/-	6%
	Total		**7,50,00,000**	**75,00,00,000/-**	**100%**

*HDFC Holdings Limited, is a wholly owned subsidiary of HDFC, whose majority shareholders are Non- Resident entities.

Annexure II: IU Fee Structure

Table of Contents

Notes:

a) GST and other taxes as applicable will be levied over and above the fee indicated, which will be charged upon submission

b) Classification: What is a Company/ Other Commercial entity/ Individual?

   i. Company is defined as entity incorporated under the Companies Act or any regulated financial creditor for the purpose of Registration
   ii. Other Commercial entity covers partnership, proprietorship, a society, a trust, club, Association of Persons or borrowing categorized for business purpose
   iii. Individuals are persons that borrow for individual need of housing, vehicle, personal, educational or other loans to individuals.
   iv. For the purpose of chargeability of fee for Financial Creditor Service, borrower classification as per PAN of the primary borrower will apply.

c) The meaning of “Year”:

   i. “Year” means anniversary period from the date of submission of each loan record identified by a Unique Debt Identifier (UDI). For example, if a loan record of a borrower is submitted on 15^{th} of June, 2018, the fee charged for submission will cover each year period upto 14^{th} June, 2019. Renewal fee will apply from 15^{th} June, 2019 and so on.
   ii. Document charges will follow the same year definition that applies to its corresponding loan record, which has been uploaded.

d) Digital E-Stamping transaction fee is as per actuals. Currently it is Rs. 7/- per document for stamping under Stockholding (SHCIL).

e) Increase in Authentication charges will be passed on to the submitter/User as per changes made by the service provider.

f) Authentication of documents using Aadhaar E-sign – when done by the principal borrower charges are included in the fees; when done by other parties to the borrowing it will attract charges of Rs 5/- for individual loans.

g) Fee mentioned does not cover Stamp Duty amount (where applicable) which will be the actuals to be paid by the user

h) The Annual Renewal fee will apply to all loan records of non-individuals, wherever applicable.

i) Documents to be executed will be as permissible under IBC or as permitted by respective state government for digital e-stamping

j) IU will always store the audit trail of the document execution on NeSL DDE platform

k) Customization charges for installation of software will be Rs 7500/- per person-day

l) The contents and the stamp duty assessed and paid for the document under the Digital Document Execution (DDE) process is the responsibility of the parties executing the document and onus of proving the ascertainment of stamp duty and the article under which the stamp duty is paid lies with the executants and NeSL neither hold any responsibility nor confirms the ascertainment of stamp duty and article under which the stamp duty is paid against this document

m) Any increase will take effect from 3 months from the date of notification of the new fee structure

NeSL
National E-Governance Services Ltd.

IU Services and Fee Structure

<table>
<tr><td>TABLE No I</td><td colspan="4">Acceptance of Financial Information for Non-Individuals submitted by Regulated Financial Creditors (with effect from 25th August 2020)</td></tr>
<tr><td rowspan="3">A) Initial Submission of Financial Information for LLP or Company using:

Existing FTP method of upload
or
Digital Document Execution (DDE)</td><td>Type of Service</td><td>Fee per loan/debt record of a borrower for first year</td><td>Annual Renewal Fee per loan/debt record</td><td>Remarks</td></tr>
<tr><td>a) Updation through the year (unlimited)
b) Any time Default filing
c) Error Marking
d) Default Broadcast under Regulation 21
e) Filing of Closure of Loan/Debt
Wallet and tracking service for DDE</td><td>• 1st Loan/Debt Record -- Rs. 300/-
• 2nd to 10th Loan/Debt record -- Rs. 100/- each
• 11th Loan/Debt record onwards -- Rs. 50/- each</td><td>• 1st Loan/debt Record -- Rs. 250/-
• 2nd to 10th Loan/debt record-- Rs. 100/- each
• 11th Loan/debt Record onwards -- Rs. 50/- each</td><td>• Execution of documents using Digital signature and digital E-stamping in few minutes on the IU platform using DDE
• Stamp Duty, if any, is payable by the Submitter</td></tr>
<tr><td>Submission of Document</td><td>Rs. 6/- per MB or part thereof, as a one-time Fee</td><td>Nil</td><td><u>For documents stored as per DDE process there will be no separate storage charges.</u></td></tr>
<tr><td>Reports</td><td>Record of Default
Credit Facility Report
Authentication Status Report
Debt Query and Entity Search Facility</td><td>Free</td><td>Free</td><td></td></tr>
<tr><td rowspan="2">B) Initial Submission of Financial Information for Other type of business – Partnership firms, Proprietorship, Sahakar/ Samiti/HUF/ Trust/ AOP/ Club/ Society, using:

Existing FTP method of upload
or
Digital Document Execution (DDE)</td><td>a) Updation through the year (unlimited)
b) Any time Default filing
c) Error Marking
d) Default Broadcast under Regulation 21
e) Filing of Closure of Loan/Debt
f) Wallet and tracking service for DDE</td><td>• 1st Loan/Debt Record -- Rs. 150/-
• 2nd Loan/Debt record onwards -- Rs. 50/- each</td><td>• 1st Loan/debt Record -- Rs. 125/-
• 2nd Loan/debt Record onwards -- Rs. 50/- each</td><td>• Execution of documents using Digital signature and digital E-stamping in few minutes on the IU platform using DDE
• Stamp Duty, if any, is payable by the Submitter</td></tr>
<tr><td>Submission of Document</td><td>Rs. 6/- per MB or part thereof, as a one-time Fee</td><td>NIL</td><td><u>For documents stored as per DDE process there will be no separate storage charges</u></td></tr>
<tr><td>Reports</td><td>Record of Default
Credit Facility Report
Authentication Status Report
Debt Query and Entity Search Facility</td><td>Free</td><td>Free</td><td>Reports are free for submitter (FC)
For other parties to debt, a charge of Rs 25/- per report upon download</td></tr>
</table>

IU Services and Fee Structure

TABLE NO II	Acceptance of Financial Information for Individuals submitted by Regulated Financial Creditors (with effect from 25th August 2020)		
	Type of Services	**Fee Details**	**Remarks**
Financial Information pertaining to Individuals using: **Existing FTP method of upload** **or**	a) Updation on Annual Basis b) Any time Default filing c) Error Marking d) Default Broadcast under Regulation 21 e) Filing of Closure of Loan/Debt	Rs.25/- per Unsecured loan account as a one-time charge. Rs.50/- per Secured loan account as a one-time charge.	**For Credit Cards, MFI and Gold loans separate Tables may be seen** • Authentication of documents using Aadhaar E-sign – Refer point "e" and "f" of Notes section
	Submission of Document	For documents stored in IU- Rs. 6/- per MB or part thereof, as a one-time Fee	**For documents stored as per DDE process there will be no separate charges**
Digital Document Execution (DDE)	a) Execution of documents using Digital signature and digital E-stamping in few minutes on the IU platform b) Updation on Annual Basis c) Any time Default filing d) Error Marking e) Default Broadcast under Regulation 21 f) Filing of Closure of Loan/Debt g) Wallet and tracking service for DDE	Rs. 25/- one-time fee per loan/debt record for a borrower which includes one digital signature on a single document When loan period is greater than 3 years – Rs 10/- for each additional year in loan tenor, or part thereof to be collected at execution.	**For Credit Cards, MFI and Gold loans separate Tables may be seen** • Stamp Duty, if any, is payable by the Submitter • Stamp certificate charges are at actuals (Refer point "d" of notes section). • Authentication of documents using Aadhaar E-sign – Refer point "e" and "f" of Notes section
Reports	Credit Facilities Report, Authentication Track Record, Debtor Query Yes/No, Record of Default	Rs 25/- for download of each report	**To be paid by Debtor/ Borrower as User**
User Management	Creation of user	Rs. 25/- as a one-time charge from 2nd user onwards	**To be paid by Debtor/ Borrower as User**

TABLE NO: III	Paperless Account Opening/Registration in IU Creditors (with effect from 25th August 2020)		
	Type of Services	**Fee Details**	**Remarks**
Paperless Account Opening only	Only Account Opening and Registration on IU through the use of digital signature by customer (In case of loan information, kindly refer to corresponding DDE service.)	Actuals based on volume of transactions and No charge for registration	- Customization will be charged basis the effort - Taxes as applicable - To be Paid by submitter

IU Services and Fee Structure

TABLE NO: IV	Acceptance of Financial Information for individuals from Regulated Financial Credit Card Providers Creditors (with effect from 25th August 2020)			
	Type of Services	**Fee Details**	**Annual Fee**	**Remarks**
Financial Information pertaining to Individual card holders **Existing FTP method of upload** **or**	a) Updation on annual basis b) Any time Default filing c) Error Marking d) Default Broadcast under Regulation 21 e) Filing of Closure of Card	Rs.25/- per card account as a one-time charge valid for a period of 3 years.	*Rs.10/- per year for card account after initial 3 year period. *Refer point "m" in notes*	**For corporate credit card the Table No I may be referred.**
	Submission of Document	For documents stored in IU- Rs. 6/- per MB or part thereof, as a one-time Fee	Nil	**For documents stored as per DDE process there will be no separate charges**
Digital Document Execution (DDE)	a) Execution of documents using Digital signature and digital E-stamping in few minutes on the IU platform using DDE b) Updation on periodic basis c) Any time Default filing d) Error Marking e) Default Broadcast under Regulation 21 f) Filing of Closure of Card g) Wallet and tracking service for DDE	Rs.25/- per card account as a one-time charge for the stated validity period of the card at the time of execution of the contract.	-	• Stamp Duty, if any, is payable by the Submitter • Stamp certificate charges are at actuals (Refer point "d" of notes section).
Reports	Credit Facilities Report, Authentication Track Record, Debtor Query Yes/No, Record of Default	Rs 10/- for download of each report	Nil	**To be paid by Debtor/ Borrower as User**

IU Services and Fee Structure

TABLE NO: V	Acceptance of Financial Information for individuals from Regulated Financial Creditors for Gold, Micro Finance Institutions (MFI), SHG/JLG, Agriculture Loans (with effect from 25th August 2020)		
	Type of Service	**Fee per loan/debt record of a borrower**	**Remarks**
Financial Information on Gold, MFI, SHG/JLG, Agriculture loans using submission method: **Existing upload using FTP** **or** **Digital Document Execution**	a) Any time Default filing b) Error Marking c) Default Broadcast under Regulation 21 d) Filing of Closure of Loan/Debt e) Wallet and tracking service for DDE	Rs.10/- per loan record as a one-time fee	"GOLD" must be updated in the (Field Name "crdtsubtyp") "MFI" or "AGR" or "JLG" or "SHG" must be updated in the (Field Name "crdtsubtyp") "MFI" or "AGR"" or "JLG" or "SHG" must be entered in the 'type of loan' in API - Stamp Duty, if any, is payable by the Submitter/ party to the contract
	Submission of Document	For documents stored in IU- Rs. 6/- per MB or part thereof, as a one-time Fee	**For documents stored as per DDE process there will be no separate charges**
Reports	Credit Facility Report Authentication Status Report Debt Query Entity Search Facility Record of Default (RoD)	Rs 10/- for download of each report	To be paid by Debtor/ Borrower as User
User Management	Creation of number of users	Rs.10/- for second user onwards for debtor (or other party)	To be paid by Debtor/ Borrower as User
Statement	One annual Statement	Free	

TABLE NO VI	**Acceptance of Financial Information from Homebuyers** (with effect from 25th August 2020)		
	Type of Services	**Fee Details**	**Remarks**
Using the Front-end screen submission of Financial Information pertaining to Financial advances Giving advance to builders as Homebuyer –	a) Submission of Financial Information/ Invoices/ documents with or without Digital Document Execution (DDE) service. b) Execution of documents using Digital signature and digital E-stamping in few minutes on the IU platform using DDE	Rs.300/- for each instance of submission of initial debt or updation of debt or default	**Documents are archived in IU for retrieval –retrieval after 1 year has a charge of Rs 25/- per retrieval** Stamp Duty, if any, is payable by the Submitter/ party to the contract
	Submission of Document	For documents stored in IU- Rs. 6/- per MB or part thereof, as a one-time Fee	**For documents stored as per DDE process there will be no separate charges**
Reports	i) Record of Default	Rs 25/- per report	Either party to the financial debt may download reports and pay using the payment gateway
	ii) Annual Statement	Free	
	iii) Other Reports	Rs 25/- per report	

IU Services and Fee Structure

TABLE NO VII	Operational Creditor Services (with effect from 1st February 2021)		
	Type of Services	**Fee Details**	**Remarks**
Financial information or Document Submission (single transaction)	Submission of Financial Information under DDE mode or using document upload mode on front end-screen on the IU/ Invoices /Default filing / Documents/Agreements Services include: a) Registration of authorised signatories b) Multi party execution c) Digital e-stamping as per availability from state d) Authentication of document in IU platform e) Wallet and tracking service for DDE f) Access, storage and retrieval	Rs.60/- per submission	**To be paid by submitter**
	Submission of Document	For documents stored in IU- Rs. 6/- per MB or part thereof, as a one-time Fee	Document means — Purchase or Service Order, Demand Notice, Invoice, Lorry Receipt, Transport Receipt, GRN, Debit Note, Delivery Receipt etc., and any other support doc
	Generation of Electronic Demand Notice for unpaid invoice through IU (Demand Notice as per Form 3 or 4 of AA Rules)	Rs 300/- per Demand Notice	To be paid by submitter as and when the legal notice is to be sent through IU
Reports	i) Record of Default	Free	
	ii) Annual Statement	Free	
	iii) Other Reports	Free	

IU Services and Fee Structure

TABLE NO: VIII	Insolvency Professional Services (with effect from 25th August 2020)		
	Type of Services	**Fee Details**	**Remarks**
Direct Storage of Data by IP without IP module	Assignment of debtor Access to debtor information Uploading of documents	IP bulk services for Archival of case records - Rs.400 per GB with minimum of 5 GB or part thereof for the period prescribed in IBBI Regulations	To be paid by IP upfront for prescribed period
Reports	Record of Default	Free	
	Other Reports	Free	