

Disclosures Required by the National Housing Bank

The following disclosures have been given in terms of Notification no. NHB.HFC.CG DIR.1/MD&CEO/2016 dated February 9, 2017 issued by the National Housing Bank. These figures are not traceable to the Financial Statements as at March 31, 2020. The differences are arising as the disclosures are made as per the regulatory requirement *vis á vis* the financial statements prepared as per Indian Accounting Standards prescribed under Section 133 of the Companies Act, 2013.

These disclosures have been certified separately by the statutory auditors of the Corporation.

1. Minimum Disclosures

The following additional disclosures have been given in terms of Notification no. NHB.HFC.CG-DIR.1/MD&CEO/2016 dated February 9, 2017 issued by the National Housing Bank.

2. Summary of Significant Accounting Policies

The accounting policies regarding key areas of operations are disclosed as note 3 to the Standalone Financial Statement for the year ended 31 March 2020.

3. Disclosure:

3.1 Capital

Particulars		Current Year	Previous Year
(i)	CRAR (%)	17.59	19.08
(ii)	CRAR – Tier I Capital (%)	16.44	17.54
(iii)	CRAR – Tier II Capital (%)	1.15	1.54
(iv)	Amount of subordinated debt raised as Tier- II Capital	-	-
(v)	Amount raised by issue of Perpetual Debt Instruments	-	-

3.2 Reserve Fund u/s 29C of NHB Act, 1987

Particulars		Current Year	Previous Year
₹ in Crore			
Balance at the beginning of the year			
a)	Statutory Reserve under Section 29C of The NHB Act	5,027.42	4,927.42
b)	Amount of Special Reserve under Section 36 (1)(viii) of the Income Tax Act taken into account for the purposes of Statutory Reserve under Section 29C of the NHB Act	12,714.95	10,864.95
		17,742.37	15,792.37
Addition / Appropriation / Withdrawal during the year			
Add :			
a)	Amount transferred under Section 29C of the NHB Act	200.00	100.00
b)	Amount of Special Reserve under Section 36 (1)(viii) of the Income Tax Act taken into account for the purpose of Statutory Reserve under Section 29C of the NHB Act	3,400.00	1,850.00
Less :			
a)	Amount appropriated from Statutory Reserve under Section 29C of the NHB Act	-	-
b)	Amount withdrawn from Special Reserve under Section 36 (1)(viii) of the Income Tax Act which has been taken into account for the purpose of provision under Section 29C of the NHB Act	-	-
		21,342.37	17,742.37

₹ in Crore

Particulars	Current Year	Previous Year
Balance at the end of the year		
a) Statutory Reserve under Section 29C of the NHB Act	5,227.42	5,027.42
b) Amount of Special Reserve under Section 36 (1)(viii) of the Income Tax Act taken into account for the purposes of Statutory Reserve under Section 29C of the NHB Act.	16,114.95	12,714.95
	21,342.37	17,742.37

Note: The Reserve Fund under Section 29C of the NHB Act includes all the transfers to Special Reserve No. II except for ₹ 302 Crore that was transferred to Special Reserve No. II prior to the notification of Section 29C.

3.3 Investments

₹ in Crore

Particulars	Current Year	Previous Year
1. Value of Investments		
(i) Gross value of Investments		
(a) In India	71,471.98	46,819.19
(b) Outside India	-	-
(ii) Provisions for Depreciation		
(a) In India	7,261.35	1,168.63
(b) Outside India	-	-
(iii) Net value of Investments		
(a) In India	64,210.63	45,650.56
(b) Outside India	-	-
2. Movement of provisions held towards depreciation on investments		
(i) Opening balance	1,168.63	702.59
(ii) Add: Provisions made	6,258.01	535.93
(iii) Less: Write-off / Written-back of excess provisions during the year	(165.31)	(69.89)
(iv) Closing balance	7,261.33	1,168.63

3.4 Derivatives

Forward Rate Agreement (FRA) / Interest Rate Swap (IRS)

₹ in Crore

Particulars	Current Year	Previous Year
(i) The notional principal of swap agreements	77,850.4[^]	55,650.00
(ii) Losses which would be incurred if counterparties failed to fulfil their obligations under the agreements	3,410.60	2,390.88
(iii) Collateral required by the HFC upon entering into swaps	-	-
(iv) Concentration of credit risk arising from the swaps *	100%	100%
(v) The fair value of the swap book	3,410.60	2,390.88

* Concentration of credit risk arising from swap is with banks and financial institutions.

[^] Includes USD IRS - Notional of USD 1,685 million converted at March 31, 2020 exchange rate.

Benchmark	Current year	Previous year	Terms
	Notional Principal (₹ in Crore)		
OIS	64,800.00	54,850.00	Fixed Receivable V/s Floating Payable
INBMK	300.00	800.00	Fixed Receivable V/s Floating Payable
	Notional Principal (USD mn)		
USD LIBOR	1,685.00	0.00	Fixed Payable V/s Floating Receivable

3.4.2 Exchange Traded Interest Rate (IR) Derivative

The Corporation has not entered into any exchange traded derivative.

3.4.3 Disclosures on Risk Exposure in Derivatives

A. Qualitative Disclosure

Financial Risk Management

The Corporation has to manage various risks associated with the lending business. These risks include liquidity risk, exchange risk, interest rate risk and counterparty risk.

The Financial Risk Management and Hedging Policy as approved by the Board sets limits for exposures on currency and other parameters. The Corporation manages its interest rate and currency risk in accordance with the guidelines prescribed therein.

Liquidity risk and Interest rate risks arising out of maturity mismatch of assets and liabilities are managed through regular monitoring of maturity profiles. The currency risk on the borrowings is actively managed mainly through a combination of principal only swaps, forward contracts, option contracts and dollar denominated assets. Counter party risk is reviewed periodically to ensure that exposure to various counter parties is well diversified and is within the limits fixed by the Derivative Committee.

As a part of Asset Liability Management, the Corporation has entered into interest rate swaps wherein it has converted a portion of its fixed rate rupee liabilities into floating rate linked to various benchmarks.

Constituents of Derivative Business

Financial Risk Management of the Corporation constitutes the Audit Committee, Asset Liability Committee (ALCO), Derivative Committee and the Risk management team.

The Corporation periodically monitors various counter party risk and market risk limits, within the risk architecture and processes of the Corporation.

Hedging Policy

The Corporation has a Financial Risk Management policy and Hedging policy approved by the Board of Directors. For derivative contracts designated as hedges, the Corporation documents at inception, the relationship between the hedging instrument and hedged item. Hedge effectiveness is ascertained periodically on a forward looking basis and is reviewed by the Derivative Committee at each reporting period. Hedge effectiveness is measured by the degree to which changes in the fair value or cashflows of the hedged item that are attributed to the hedged risk are offset by changes in the fair value or cashflows of the hedging instrument.

Measurement and Accounting

The IND AS applicable for derivative instruments issued by the Ministry of Corporate Affairs is effective from April 1, 2017.

All derivative contracts are recognised on the balance sheet and measured at fair value. Hedge accounting is applied to all the derivative instruments as per IND AS 109. Gain / loss arising on account of fair value changes are recognised in the Statement of Profit and Loss to the extent of ineffective portion of hedge instruments and hedged items. The gains / losses of effective portion of hedge instrument are offset against gain / losses of hedged items in Other Comprehensive Income.

The Corporation has entered into fair value hedges like interest rate swaps on fixed rate rupee liabilities as a part of the Asset Liability management whereby a portion of the fixed rate liabilities are converted to floating rate. The Corporation has a mark to market gain of ₹ 2,289 Crore on outstanding Fair value hedges.

Foreign exchange forward contracts outstanding at the Balance Sheet date, are recorded at fair value. The premium or discount arising at the inception of such forward exchange contract is amortised as expense or income over the life of the contract.

The Corporation has entered into cashflow hedges to hedge currency risk on certain foreign currency loans and forward contracts to cover future interest on foreign currency borrowings. Under the cashflow hedge, the hedging instrument is measured at fair value and any gain or loss that is determined to be an effective hedge is recognized in equity i.e., Cash flow Hedge reserve. The outstanding notional of forward contracts to cover future interest on foreign currency borrowings is USD 76.76 mn.

Movements in the Cash flow hedge reserve are as follows (as per Ind AS Financials):

₹ in Crore

Particulars	Current Year	Previous Year
Opening Balance - (Debit)/Credit balance	(222.45)	(232.36)
Credits/(Debit) in the Cash flow reserve	41.86	9.91
Closing Balance	(180.59)	(222.45)

B. Quantitative Disclosure

₹ in Crore

Particulars	Currency Derivatives*		Interest Rate Derivatives	
	Current Year	Previous Year	Current Year	Previous Year
(i) Derivatives (Notional Principal Amount)	41,668.25	22,761.48	77,850.4 [^]	55,650.00
(ii) Marked to Market Positions				
(a) Assets (+)	3,420.76	441.35	2,288.52	962.00
(b) Liability (-)	(60.10)	(164.75)	(260.57)	0.00
(iii) Credit Exposure	5,031.43	1,740.00	4,540.30	2,718.84
(iv) Unhedged Exposures	1.42	-	-	-

*Currency Derivatives includes Forward contracts, Principal Only swaps, Cross Currency Interest rate swaps.

[^] Includes USD IRS - Notional of USD 1,685 million converted at March 31, 2020 exchange rate.

3.5 Securitisation

₹ in Crore

3.5.1 Particulars	Current Year No. / Amount	Previous Year No. / Amount
1. No. of SPVs sponsored by the HFC for securitisation transactions	2	2
2. Total amount of securitised assets as per books of the SPVs sponsored	666.78	804.23
3. Total amount of exposures retained by the HFC towards the MRR as on the date of balance sheet		
i. Off-balance sheet exposures towards Credit Concentration		
a) Corporate Guarantee	97.83	97.83
ii. On-balance sheet exposures towards Credit Concentration		
a) Investment in PTC	22.43	27.15
4. Amount of exposures to securitisation transactions other than MRR	Nil	Nil

3.5.2 Details of Financial Assets sold to Securitisation/Reconstruction Company for Asset Reconstruction

₹ in Crore

Particulars		Current Year	Previous Year
(i)	No. of accounts	8	6
(ii)	Aggregate value (net of provisions) of accounts sold to SC / RC	93.65	675.90
(iii)	Aggregate consideration	89.00	855.57
(iv)	Additional consideration realized in respect of accounts transferred in earlier years	-	-
(v)	Aggregate gain / loss over net book value	(4.65)	179.67

3.5.3 Details of Assignment transactions undertaken by HFCs

₹ in Crore

Particulars		Current Year	Previous Year
(i)	No. of accounts	1,35,322	1,42,619
(ii)	Aggregate value (net of provisions) of accounts assigned	24,127.23	25,149.90
(iii)	Aggregate consideration	24,127.23	25,149.90
(iv)	Additional consideration realized in respect of accounts transferred in earlier years	Nil	Nil
(v)	Aggregate gain / loss over net book value	Nil	Nil

3.5.4 Details of non-performing financial assets purchased / sold

A. Details of non-performing financial assets purchased:

₹ in Crore

Particulars		Current Year	Previous Year
1.	(a) No. of accounts purchased during the year	-	-
	(b) Aggregate outstanding	-	-
2.	(a) Of these, number of accounts restructured during the year	-	-
	(b) Aggregate outstanding	-	-

B. Details of Non-performing Financial Assets sold:

₹ in Crore

Particulars		Current Year	Previous Year
1.	No. of accounts sold	8	6
2.	Aggregate outstanding	157.03	1,396.65
3.	Aggregate consideration received	89.00	855.57

3.6 Assets Liability Management (Maturity pattern of certain items of Assets Liabilities)

₹ in Crore

Maturity Buckets	Liabilities			
	Deposits	Borrowings from Bank	Market Borrowing	Foreign Currency Liabilities
Up to 30/31 days (one month)	4,581.53	327.00	4,170.38	-
Over one month to 2 months	3,720.22	1,612.50	3,515.13	681.03
Over 2 to 3 months	6,418.23	4,102.57	4,595.57	221.21
Over 3 to 6 months	11,026.03	3,655.36	9,333.05	5,434.10
Over 6 months to 1 year	18,187.72	6,445.22	11,625.84	3,270.07
Over 1 to 3 years	45,937.38	23,806.25	57,029.79	11,403.39
Over 3 to 5 years	27,970.66	14,942.20	31,334.83	12,840.19
Over 5 to 7 years	14,482.53	12,684.38	27,750.38	3,283.39
Over 7 to 10 years	-	199.77	32,513.75	-
Over 10 years	-	-	-	-
Total	1,32,324.30	67,775.26	1,81,868.71	37,133.38

₹ in Crore

Maturity Buckets	Assets		
	Advances	Investments	Foreign Currency Assets
Up to 30/31 days (one month)	7,287.75	3,700.03	-
Over one month to 2 months	7,313.24	2,020.07	-
Over 2 to 3 months	5,202.64	9,647.69	-
Over 3 to 6 months	15,933.14	8,000.00	-
Over 6 months to 1 year	33,302.36	19,336.73	-
Over 1 to 3 years	1,25,656.01	919.69	-
Over 3 to 5 years	88,682.32	15,953.26	-
Over 5 to 7 years	56,814.69	454.04	-
Over 7 to 10 years	60,543.89	670.58	-
Over 10 years	50,166.73	4,242.28	-
Total	4,50,902.76	64,944.37	-

3.7 Exposure

3.7.1 Exposure to Real Estate Sector

₹ in Crore

Category	Current Year	Previous Year
a) Direct Exposure		
(i) Residential Mortgages		
Lending fully secured by mortgages on residential property that is or will be occupied by the borrower or that is rented. Individual Housing Loans upto ₹ 15 Lacs: ₹ 31,237.55 Crore (Previous Year ₹ 28,411.04 Crore).	3,04,651.94	2,69,381.41
(ii) Commercial Real Estate		
Lending secured by mortgages on commercial real estates (office buildings, retail space, multipurpose commercial premises, multi-family residential buildings, multi-tenanted commercial premises, industrial or warehouse space, hotels, land acquisition, development and construction, etc.). Exposure would also include non-fund based (NFB) limits.	1,04,366.57	1,05,076.43
(iii) Investments in Mortgage Backed Securities (MBS) and other securitised exposures		
a) Residential	22.43	27.15
b) Commercial Real Estate	-	-
b) Indirect Exposure		
Fund based and non-fund based exposures on National Housing Bank (NHB) and Housing Finance Companies (HFCs).	1,352.69	127.86

In computing the above information, certain estimates, assumptions and adjustments have been made by the Management which have been relied upon by the auditors.

3.7.2 Exposure to Capital Market

₹ in Crore

Particulars		Current Year	Previous Year
(i)	direct investment in equity shares, convertible bonds, convertible debentures and units of equity oriented mutual funds the corpus of which is not exclusively invested in corporate debt;	2,206.06	930.34
(ii)	advances against shares/bonds/debentures or other securities or on clean basis to individuals for investment in shares (including IPOs/ESOPs), convertible bonds, convertible debentures and units of equity-oriented mutual funds;	36.10	64.63
(iii)	advances for any other purposes where shares or convertible bonds or convertible debentures or units of equity oriented mutual funds are taken as primary security;	-	-
(iv)	advances for any other purposes to the extent secured by the collateral security of shares or convertible bonds or convertible debentures or units of equity oriented mutual funds i.e. where the primary security other than shares/convertible bonds/convertible debentures/units of equity oriented mutual funds does not fully cover the advances;	-	-
(v)	secured and unsecured advances to stockbrokers and guarantees issued on behalf of stockbrokers and market makers;	114.26	112.53
(vi)	loans sanctioned to corporates against the security of shares/bonds/debentures or other securities or on clean basis for meeting promoter's contribution to the equity of new companies in anticipation of raising resources;	19,408.66	9,658.36
(vii)	bridge loans to companies against expected equity flows/issues;	-	-
(viii)	All exposures to Venture Capital Funds (both registered and unregistered)	1,833.35	1,593.41
Total Exposure to Capital Market		23,598.43	12,359.27

3.7.3 Details of financing of parent company products

These details are not applicable since the Corporation is not a subsidiary of any company.

3.7.4 Details of Single Borrower Limit (SGL)/Group Borrower Limit (GBL) exceeded by the HFC

The Corporation has not exceeded Single Borrower Limit (SGL)/Group Borrower Limit (GBL) during the financial year.

3.7.5 Advances against Intangible Collateral

₹ in Crore

Particulars	Advances against Intangible Collateral	Value of such Intangible Collateral
(i) Corporate Loans	4,421.65	3,042.14
(ii) Project Loans	7,722.48	12,249.55
(iii) Deposits	152.00	152.00
Total	12,296.13	15,443.69

4. Miscellaneous

4.1 Registration obtained from other financial sector regulators

Regulator	Registration No.
Securities and Exchange Board of India:	INR000003159
As share transfer agent in Category II	

Note: The Corporation has surrendered its registration as a Corporate Agent (Composite) with Insurance Regulatory and Development Authority of India (IRDAI). The said surrender was accepted by IRDAI vide its letter dated May 7, 2019.

4.2 Disclosure of Penalties imposed by NHB and other regulators

During FY 2019-20, The National Housing Bank (NHB) imposed a monetary penalty of ₹ 85,000 plus GST on the Corporation for non-compliance with two provisions of the Housing Finance Companies (NHB) Directions, 2010 during the financial year 2017-18. The Corporation has paid the said penalty.

Barring the above, during FY 2019-20. there were no penalties imposed by NHB or any other regulators.

4.3 Related party Transactions

Details of all material transactions with related parties are disclosed in note 43.

4.4 Rating assigned by Credit Rating Agencies and migration of rating during the year

Instrument	Rating Agency	Ratings Assigned
Deposits	ICRA Limited	MAAA/ Stable
	CRISIL Limited	FAAA/ Stable
Bonds/ Non-Convertible Debentures	ICRA Limited	ICRA AAA/ Stable
	CRISIL Limited	CRISIL AAA/ Stable
Non-Convertible Debentures with Warrants	ICRA Limited	ICRA AAA/ Stable
	CRISIL Limited	CRISIL AAA/ Stable
Subordinated Debt	ICRA Limited	ICRA AAA/ Stable
	CRISIL Limited	CRISIL AAA/ Stable
Short Term Debt	ICRA Limited	ICRA A1+
	CRISIL Limited	CRISIL A1+
	CARE Ratings Limited	CARE A1+
Long Term Bank Facilities	CARE Ratings Limited	CARE AAA/ Stable
Short Term Bank Facilities		CARE A1+
Long Term Bank Facilities	ICRA Limited	ICRA AAA/ Stable
Short Term Bank Facilities		ICRA A1+

Note: The Corporation has been assigned the highest ratings in all the above-mentioned instruments. There were no changes in any of the ratings or outlook during the year.

4.5 Remuneration of Directors

Details of Remuneration of Directors are disclosed in Form No. MGT - 9.

4.6 Management

Refer to the Management Discussion and Analysis report for the relevant disclosures.

4.7 Net Profit or Loss for the period, prior period items and changes in accounting policies

There are no prior period items that have impact on the current year's profit and loss.

4.8 Revenue Recognition

There have been no instances in which revenue recognition has been postponed pending the resolution of significant uncertainties.

4.9 Accounting Standard 21 – Consolidated Financial Statements (CFS)

Refer to the Consolidated Financial Statements for the relevant disclosures.

5. Additional Disclosures

5.1 Provisions and Contingencies

₹ in Crore

Break up of 'Provisions and Contingencies' shown under the head Expenditure in Profit and Loss Account		Current Year	Previous Year
1.	Provisions for depreciation on Investment & Properties	6,092.70	466.04
2.	Provision towards NPA	863.75	245.89
3.	Provision for Standard Assets* (with details like teaser loan, CRE, CRE-RH etc.)	104.73	217.77
4.	Other Provisions and Contingencies	-	-
5.	Total Debit to Statement of Profit and Loss as required by NHB**	7,061.18	929.70
6.	Provision made towards Income tax	3,243.02	3,529.71

* Provision for Standard Assets includes CRE - RH of ₹ (24.57) Crore (Previous Year ₹ (10.11) Crore), CRE - Non RH of ₹ 27.78 Crore (Previous Year ₹ 111.37 Crore) and Non CRE of ₹ 101.52 Crore (Previous Year ₹ 116.51 Crore).

** Actual provision carried in the Balance sheet is more than adequate to cover the provision required under Prudential Norms.

₹ in Crore

Break up of Loan & Advances and Provisions thereon		Housing		Non-Housing	
		Current Year	Previous Year	Current Year	Previous Year
Standard Assets					
a)	Total Outstanding Amount	2,96,048.86	2,67,240.36	1,44,901.88	1,34,989.76
b)	Provisions made	942.88	893.99	978.05	922.21
Sub-Standard Assets					
a)	Total Outstanding Amount	2,715.67	2,308.68	3,099.31	531.71
b)	Provisions made	407.35	346.30	464.90	79.76
Doubtful Assets – Category-I					
a)	Total Outstanding Amount	1,713.69	456.76	214.98	470.49
b)	Provisions made	460.04	123.16	59.39	118.91
Doubtful Assets – Category-II					
a)	Total Outstanding Amount	295.81	199.15	227.06	363.42
b)	Provisions made	131.58	84.58	94.48	145.74
Doubtful Assets – Category-III					
a)	Total Outstanding Amount	246.15	115.33	107.05	14.62
b)	Provisions made	246.15	115.33	107.05	14.62
Loss Assets*					
a)	Total Outstanding Amount	256.89	171.68	39.25	203.25
b)	Provisions made	256.89	171.68	39.25	203.25
Total					
a)	Total Outstanding Amount	3,01,277.09	2,70,491.96	1,48,589.54	1,36,573.25
b)	Provisions made (A)	2,444.89	1,735.05	1,743.12	1,484.49
	Additional Provision towards identified assets (B)	-	-	-	-
	Total Provision made (A+B)	2,444.89	1,735.05	1,743.12	1,484.49

* Loss assets include amount of ₹ 42.35 Crore (Previous Year ₹ 37.19 Crore) related to fraud.

As per Reserve Bank of India circular RBI/2019-20/220 DOR.No.BP.BC.63/21.04.048/2019-20 dated April 17, 2020, HFC's are required to create provision of 5% if the asset classification benefits is extended in terms of paragraph 5 in the circular. Accordingly, in addition to above provision, the Corporation has made provision of ₹ 10.45 Crore (Housing - ₹ 6.78 Crore & Non-Housing - ₹ 3.67 Crore) wherein the asset classification benefits were extended.

Note: ECL Provision held by the Corporation is ₹ 10,959.48 Crore as on 31 March 2020 (Previous Year ₹ 5,847.43 Crore).

5.2 Draw Down from Reserves

During FY 2019-20, there were no draw down from Reserves.

5.3 Concentration of Public Deposits, Advances, Exposures and NPAs

5.3.1 Concentration of Public Deposits

₹ in Crore

Particulars	Current Year	Previous Year
Total Deposits of twenty largest depositors	6,996.22	6,479.49
Percentage of Deposits of twenty largest depositors to Total Deposits of the Corporation	7.84%	8.49%

5.3.2 Concentration of Loans & Advances

₹ in Crore

Particulars	Current Year	Previous Year
Total Loans & Advances to twenty largest borrowers	55,451.24	43,051.80
Percentage of Loans & Advances to twenty largest borrowers to Total Advances of the Corporation	12.45%	10.69%

5.3.3 Concentration of all Exposure (including off-balance sheet exposure)

₹ in Crore

Particulars	Current Year	Previous Year
Total Exposure to twenty largest borrowers / customers	55,451.24	43,051.80
Percentage of Exposures to twenty largest borrowers / customers to Total Exposure of the HFC on borrowers / customers	12.44%	10.68%

5.3.4 Concentration of NPAs

₹ in Crore

Particulars	Current Year	Previous Year
Total Exposure to top ten NPA accounts	4,249.80	2,154.72

5.3.5 Sector-wise NPAs

Sl. No.	Sector	Percentage of NPA to Total Advances in that Sector
A.	Housing Loans:	
1	Individual	0.85%
2	Builder/Project Loans	8.77%
3	Corporates	20.68%
B.	Non-Housing Loans:	
1	Individual	1.45%
2	Builder/Project Loans	0.22%
3	Corporates	8.29%

5.4 Movement of NPAs

₹ in Crore

Particulars		Current Year	Previous Year
(I)	Net NPAs to Net Advances (%)	1.49%	0.84%
(II)	Movement of NPAs (Gross)		
	a) Opening balance	4,835.08	4,077.25
	b) Additions during the year	5,803.69	2,991.37
	c) Reductions during the year	1,722.89	2,233.54
	d) Closing balance	8,915.88	4,835.08
(III)	Movement of Net NPAs		
	a) Opening balance	3,431.76	2,919.81
	b) Additions during the year	4,869.78	2,421.07
	c) Reductions during the year	1,652.73	1,909.12
	d) Closing balance	6,648.81	3,431.76
(IV)	Movement of provisions for NPAs (excluding provisions on standard assets)		
	a) Opening balance	1,403.30	1,157.43
	b) Additions during the year	933.92	570.31
	c) Reductions during the year	70.16	324.44
	d) Closing balance	2,267.05	1,403.30

5.5 Overseas Assets

₹ in Crore

Particulars	Current Year	Previous Year
Bank Balances	1.16	0.69
Fixed assets	0.30	0.07
Advances and Prepaid expenses	1.37	1.12

5.6 Off-balance Sheet SPVs sponsored

(which are required to be consolidated as per accounting Norms)

Name of the SPV sponsored	
Domestic	Overseas
HDFC Investment Trust	NA
HDFC Investment Trust II	NA

6. Disclosure of Complaints

6.1 Customer Complaints

Particulars		Current Year	Previous Year
a)	No. of complaints pending at the beginning of the year	25	156
b)	No. of complaints received during the year	25,446	23,596
c)	No. of complaints redressed during the year	25,447	23,727
d)	No. of complaints pending at the end of the year	24	25

Note: From financial year 2019-2020 we have discontinued inclusion of Credit Linked Subsidy Scheme complaints and hence numbers are not comparable with previous year.