

DEPT : SECRETARIAL  
REF No. SEC/ST EX.STT/III /2019-20

October 9, 2019

National Stock Exchange of India Ltd.,  
Exchange Plaza, 5<sup>th</sup> Floor,  
Plot No.C/1, G Block,  
Bandra-Kurla Complex, Bandra (E),  
**Mumbai – 400 051.**  
SCRIP CODE: SOUTHBANK

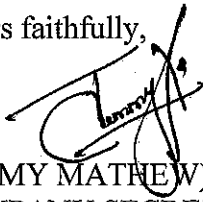
BSE Ltd.  
First Floor, New Trading Wing,  
Rotunda Building, P J Towers,  
Dalal Street, Fort,  
**Mumbai – 400 001.**  
SCRIP CODE: 532218

Dear Sirs,

**Sub: Statement of Grievance Redressal Mechanism (Regulation 13(3) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations 2015**

Pursuant to Regulation 13(3) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations 2015, please find enclosed the statement of investor complaints submitted by M/s. BTS Consultancy Services P Ltd., Chennai, our Share Transfer Agents, for the quarter ended on 30<sup>th</sup> September 2019 duly countersigned by the Company Secretary.

Yours faithfully,



(JIMMY MATHEW)  
COMPANY SECRETARY

Encl: a.a.



# BTS Consultancy Services Pvt. Ltd.

Ref: BTS/SIB/FQ2/2019-20/ICSR/103  
Date: 08.10.2019

Company Secretary  
The South Indian Bank Ltd  
Secretarial Department  
Head Office: SIB House,  
Mission Quarters, T B Road,  
Thrissur - 680001

Dear Sir,

Sub: Quarterly report - Investor Complaints' Status Report (ICSR) for the period from  
01.07.2019 to 30.09.2019

Status of Shareholder Complaints - 01.07.2019 to 30.09.2019					
Sl. No.	Items	No. of complaints			
		Pending at the beginning	Received during the period	Redressed during the period	Pending at the end
1	Non-receipt of Refund Order / Allotment credit	0	0	0	0
2	Non-receipt of Dividend Warrants	0	24	24	0
3	Request for issue of duplicate / Replacement of share certificates	0	43	43	0
4	Complaint received from BSE/NSE/SEBI/ROC/NCLT	0	0	0	0
5	Other miscellaneous complaints (Including non-receipt of share certificate)	1	4	4	1
6	Non-receipt of share certificate after transfer	0	0	0	0
Total		1	71	71	1

Thanking you,

Yours faithfully,  
For BTS Consultancy Services Pvt. Ltd

S. SANKAR  
MANAGER

For THE SOUTH INDIAN BANK LTD.

(JIMMY MATHEW)  
COMPANY SECRETARY