

DEPT : SECRETARIAL  
REF No. SEC/ST EX.STT/ 113 /2020-21

07-01-2021

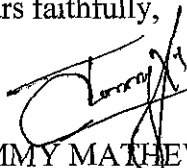
National Stock Exchange of India Ltd., Exchange Plaza, 5th Floor, Plot No.C/1, G Block, Bandra-Kurla Complex, Bandra (E), Mumbai – 400 051. SCRIP CODE: SOUTHBANK	BSE Ltd. Department of Corporate Services (Listing), First Floor, New Trading Wing, Rotunda Building, P J Towers, Dalal Street, Fort, Mumbai – 400 001. SCRIP CODE: 532218
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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 31<sup>st</sup> December 2020 duly countersigned by the Company Secretary.

Yours faithfully,



(JIMMY MATHEW)  
COMPANY SECRETARY

Encl: a.a.



# BTS Consultancy Services Pvt. Ltd.

Ref: BTS/SIB/FQ3/2020-21/ICSR/117  
Date: 07.01.2021

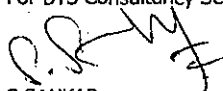
Company Secretary  
The South Indian Bank Ltd  
Secretarial Department  
Head Office: SIB House,  
Mission Quarters, T B Road,  
Thrissur - 680001

Dear Sir,  
Sub: Quarterly report - Investor Complaints' Status Report (ICSR) for the period from  
01.10.2020 to 31.12.2020

Status of Shareholder Complaints - 01.10.2020 to 31.12.2020					
Sl. No.	I t e m s	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	11	11	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	3	3	1
6	Non-receipt of share certificate after transfer	0	0	0	0
	<b>Total</b>	<b>1</b>	<b>38</b>	<b>38</b>	<b>1</b>

Thanking you,

Yours faithfully,  
For BTS Consultancy Services Pvt. Ltd

  
S.SANKAR  
General Manager - DP Operations

For THE SOUTH INDIAN BANK LTD.

  
(JIMMY MATHEW)  
COMPANY SECRETARY

BTS Consultancy Services Pvt. Ltd.  
Share Transfer Agent

Regd. Office: M S Complex, 1<sup>st</sup> Floor, Plot No.8, Sastri Nagar, Near 200 Feet Road / RTO North, Kolathur, Chennai-600099  
Phone: 044-2556 5121 Fax No:044-2556 5131, email: [btschennai@gmail.com](mailto:btschennai@gmail.com), [helpdesk@btsindia.co.in](mailto:helpdesk@btsindia.co.in)  
CIN: U74999TN2005PTC055403 GST: 33AACCB8463B1Z1