

DEPT.: SECRETARIAL

REF. No. : SEC/ST.EX.STT/ 122 /2023-24

DATE : October 10, 2023



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
--	--

Dear Sir/Madam,

**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, 2023 duly countersigned by the Company Secretary.

Yours faithfully,

(JIMMY MATHEW)  
COMPANY SECRETARY

Encl: a.a.



# BTS Consultancy Services Pvt. Ltd.

Ref: BTS/SIB/FQ2/2023-24/ICSR/QCC13(3)  
Date: 10.10.2023

Company Secretary  
The South Indian Bank Ltd, Secl Dept.  
Head Office: SIB House,  
Mission Quarters, T B Road,  
Thrissur – 680001

Dear Sir,

Sub: Quarterly Compliance - Investor Complaints' Status Report (ICSR) for the period from 01.07.2023 to 30.09.2023

Status of Shareholder Complaints - Consolidated - 01.07.2023 to 30.09.2023					
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 Warrant	0	13	13	0
3	Request for issue of duplicate / Replacement of share certificate	0	37	37	0
4	Complaint received from BSE/NSE/SEBI/ROC/NCLT	0	1	1	0
5	Other miscellaneous complaints (Including non-receipt of share certificate)	1	1	1	1
6	Non-receipt of share certificate after transfer	0	0	0	0
Total		1	52	52	1

Thanking you,

Yours faithfully,  
For BTS Consultancy Services Pvt. Ltd

  
Authorised Signatory

BTS Consultancy Services Pvt. Ltd  
Share Transfer Agent

Regd. Office: F1 First Floor VBN Flats, No17 (Old-15) Thirumurthy Street, T. Nagar, Chennai - 600017

Phone: 044-47725830 email: btschennai@rediffmail.com, helpdesk@btsindia.co.in

SEBI Regn No. INR200004031 CIN: U74999TN2005PTC055403 GST: 33AACCB8463B1Z1