

DEPT.: SECRETARIAL

REF. No. : SEC/ST.EX.STT/189/2023-24

DATE : January 20, 2024

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 Madam/Sir,

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 December 31, 2023, duly countersigned by the Company Secretary.

Yours faithfully,

(JIMMY MATHEW)
COMPANY SECRETARY

Encl: a.a.



BTS Consultancy Services Pvt. Ltd.

Ref: BTS/SIB/FQ3/2023-24/ICSR/QCC13(3)
Date: 17.01.2024

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 01.10.2023 to 31.12.2023

Status of Shareholder Complaints - Consolidated - 01.10.2023 to 31.12.2023					
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	4	4	0
3	Request for issue of duplicate / Replacement of share certificate	0	38	38	0
4	Complaint received from BSE/NSE/SEBI/ROC/NCLT	0	1	0	1
5	Other miscellaneous complaints (Including non-receipt of share certificate)	1	1	2	0
6	Non-receipt of share certificate after transfer	0	0	0	0
Total		1	44	44	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

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