

DEPT.: SECRETARIAL

REF. No. : SEC/ST.EX.STT/ 17 /2024-25

DATE : April 17, 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 (from 01-01-2024 to 19-01-2024) and M/s Link Intime India Pvt. Ltd., Mumbai (starting from 20-01-2024 to 31-03-2024) our Share Transfer Agents, for the quarter ended March 31, 2024, duly countersigned by the Company Secretary.

Yours faithfully,

(JIMMY MATHEW)  
COMPANY SECRETARY

Encl.: a/a



# BTS Consultancy Services Pvt. Ltd.

Ref: BTS/SIB/FQ4/2023-24/ICSR/QCC13(3)  
Date: 16.04.2024

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 01.01.2024 to 19.01.2024

Status of Shareholder Complaints - Consolidated - 01.01.2024 to 19.01.2024					
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	0	0	0
4	Complaint received from BSE/NSE/SEBI/ROC/NCLT	1	0	1	0
5	Other miscellaneous complaints (Including non-receipt of share certificate)	0	0	0	0
6	Non-receipt of share certificate after transfer	0	0	0	0
Total		1	13	14	0

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

17<sup>th</sup> April 2024

To

**The Company Secretary**  
The South Indian Bank Limited  
Head Office – Secretarial Dept.  
SIB House, T B Road,  
Mission Quarters,  
Thrissur – 680001.

Dear Sir,

Sub: Investor Grievance Report for the quarter ended 31.03.2024.  
Unit: The South Indian Bank Limited

Please refer the below investor grievance details for the period, starting from 20.01.2024 to 31.03.2024.

Investor grievance report for the quarter ended 31.03.2024						
Particulars	SEBI	BSE	NSE	Letters	Mails	Total
Pending at the beginning of the quarter	Nil	Nil	Nil	Nil	Nil	Nil
Received during the quarter	02	Nil	Nil	20	28	50
Disposed of during the quarter	02	Nil	Nil	20	28	50
Remaining unresolved at the end of the quarter	Nil	Nil	Nil	Nil	Nil	Nil

Yours truly,  
For Link Intime India Pvt Ltd,



S Dhanalakshmi  
Head – Coimbatore Branch