

PCSL/SEC/2016-17

October 6, 2016

The National Stock Exchange of India Limited
Exchange Plaza, 5th Floor, Plot No.C/1, G Block
Bandra Kurla Complex
Bandra (E), Mumbai – 400 051

The Bombay Stock Exchange Limited
1st Floor, New Trade Ring, Rotunda Building, PJ Towers,
Dalal Street, Fort, Mumbai – 400 001

Dear Sirs,

Sub: Certificate from Registrar and Share Transfer Agent – Statement of Grievance Redressal Mechanism

Ref : Scrip Code : 532254

We are enclosing herewith the Statement of Grievance Redressal Mechanism under Regulation 13(3) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 received from our Registrar and Share Transfer Agent, Karvy Computerhare Private Limited the details of which are as under :


| Complaints opening as on 1 st July 2016 | Complaints received during the period | Total | Complaints resolved during the period | Complaints pending as on 30 th September 2016 |
|--|---------------------------------------|-------|---------------------------------------|--|
| NIL | 7 | 7 | 7 | NIL |

We request you to take the above on record and ensure compliance.

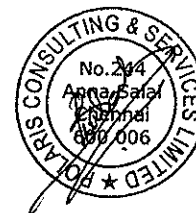
Thanking you,

Your sincerely,

For Polaris Consulting & Services Limited
(formerly known as Polaris Financial Technology Limited)


Christina Pauline Beulah
Company Secretary & Compliance Officer

Encl: as above.



Polaris Consulting & Services Limited

Registered Office: Polaris House, 244 Anna Salai, Chennai - 600 006, India | Ph: +91-44-3987 4000, 3984 3400 | Fax: +91-44-2852 3280
Corporate Headquarters: Foundation, 34 IT Highway, Chennai - 603 103, India | Ph: +91-44-2743 5001, 3987 3000 | Fax: +91-44-2743 5166
Sydney • Tokyo • Hong Kong • Singapore • Mumbai • Dubai • London • New York • Toronto

COURIER

IGR/MRVS/POL/2016
Dt: 06.10.2016.

**The Company Secretary,
Polaris Consulting & Services Ltd
Polaris House
244, Anna Salai,
Chennai – 600006.**

Dear Sir,

Subject: Investor Grievance Report for the period 01.07.2016 to 30.09.2016

We are furnishing below the status of Investor complaints during the period of 01.07.2016 to 30.09.2016 in terms of regulation u/s 13(3) of SEBI (Listing Obligation and Disclosure Requirement Regulation, 2015).

| Complaints Opening as on 01.07.2016 | Complaints received during the period | Total | Complaints resolved during the period | Complaints pending as on 30.09.2016 |
|-------------------------------------|---------------------------------------|-------|---------------------------------------|-------------------------------------|
| NIL | 7 | 7 | 7 | NIL |

A list of statement subject wise pertaining to these complaints is enclosed.

Further, we confirm that there is no complaint pending more than 30 days.

Thanking you,

Yours faithfully,
For **KARVY COMPUTERSHARE PRIVATE LIMITED**

RAMESH GADESAI
Manager



POLARIS CONSULTING AND SERVICES LTD
STATUS OF REQUEST/ COMPLAINTS DURING THE PERIOD 01/07/2016 TO 30/09/2016

| | Subject | RECEIVED | REPLIED/ RESOLVED |
|------------------------|--|-----------|----------------------|
| A. REQUESTS | | | |
| 1 | CHANGE/CORRECTION OF ADDRESS | 1 | 1 |
| 2 | RECEIPT OF DIVIDEND WARRANTS/REFUND ORDER FOR REVALIDATION | 2 | 2 |
| 3 | SPECIMEN SIGN CHANGE / NOT MENTIONED IN APPLICATION | 6 | 6 |
| 4 | CHANGE/CORRECTION OF BANK MANDATE | 1 | 1 |
| 5 | CHANGE/CORRECTION OF BANK MANDATE/NAME/DAMAGE ON DW | 0 | 0 |
| 6 | RECEIPT OF IB FOR ISSUE OF DUPLICATE DW | 0 | 0 |
| 7 | RECEIPT OF IB FOR ISSUE OF DUPLICATE DW | 4 | 4 |
| 8 | RECEIPT OF DD(S) /AGAINST DW FROM COMPANY/BANK | 0 | 0 |
| 9 | REQUEST FOR ECS FACILITY (ELECTRONIC CLEARANCE SERVICES) | 0 | 0 |
| 10 | LETTERS FROM CLIENTS REGARDING BILLS/PAYMENTS | 0 | 0 |
| 11 | POSTAL RETURN DOCUMENTS | 0 | 0 |
| 12 | LETTER FROM SEBI/STOCK EXCHANGE/CBI/ACKNOWLEDGE MENT | 0 | 0 |
| 13 | REGISTRATION OF POWER OF ATTORNEY | 0 | 0 |
| 14 | LOSS OF SECURITIES AND REQUEST FOR ISSUE OF DUPLICATE | 2 | 2 |
| 15 | RECEIPT OF IB AND AFFIDAVIT FOR ISSUE OF DUP SECURITIES | 2 | 2 |
| 16 | REQUEST FOR CONSOLIDATION/SPLIT OF SECURITIES | 0 | 0 |
| 17 | DELETION OF JOINT NAME DUE TO DEATH | 0 | 0 |
| 18 | REQUEST FOR TRANSFER OF SECURITIES | 5 | 5 |
| 19 | REQUEST FOR TRANSMISSION OF SECURITIES | 3 | 3 |
| 20 | REQUEST FOR DEMAT NSDL & CDSL /REMAT | 16 | 16 |
| 21 | DD RECEIVED FROM BANKS AGAINST ECS REJECTIONS | 0 | 0 |
| 22 | CHANGE / CORRECTION OF NAME ON SECURITIES | 1 | 1 |
| 23 | CLARIFICATION REGARDING SHARES | 1 | 1 |
| 24 | REQUEST FOR EXCHANGE OF CERTIFICATES | 0 | 0 |
| 25 | QUERY REGARDING UNDELIVERED DOCUMENTS | 5 | 5 |
| 26 | OTHERS(ACKNOWLEDGEMENT/NSDL OPERATION/ELECTRONIC DP REQ/ PAN NO, REQ FOR COMMUNIC , EMAILS/Lodgement of conversion form | 5 | 5 |
| TOTAL (A) | | 54 | 54 |
| B. COMPLAINTS | | | |
| 1 | NON-RECEIPT OF ANNUAL REPORT | 0 | 0 |
| 2 | NON-RECEIPT OF DIVIDEND WARRANT | 5 | 5 |
| 3 | NON-RECEIPT OF SECURITIES | 1 | 1 |
| 4 | NON RECEIPT OF DUP/TRANSMISSION/DELITION OF SCS | 0 | 0 |
| 5 | NON-RECEIPT OF REFUND ORDER | 0 | 0 |
| 6 | SEBI/BSE/NSE Complaints | 1 | 1 |
| TOTAL(B) | | 7 | 7 |
| TOTAL (A) + (B) | | 61 | 61 |

Note: Further we confirm that there is no complaint to resolve/attend pending more than 30 days



Karvy Computershare Private Limited

Corporate Office: Karvy Computershare Private Limited, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100