

PCSL/SEC/2016-17

July 8, 2016

1. **The National Stock Exchange of India Ltd.,**  
Exchange Plaza, 5<sup>th</sup> Floor, Plot No. C/1, G Block, Bandra Kurla Complex,  
Bandra (E), Mumbai – 400 051.
2. **The Bombay Stock Exchange Ltd.**  
1<sup>st</sup> 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 Computershare Private Limited for the quarter ended 30<sup>th</sup> June 2016, the details of which are as under:


Complaints Opening as on 1.4.2016	Complaints received during the period	Total	Complaints resolved during the period	Complaints pending as on 30.6.2016
NIL	6	6	6	NIL

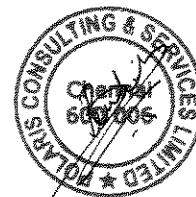
This is for your information and records.

Thanking you,

Yours sincerely

**For Polaris Consulting & Services Ltd**  
(Formerly known as Polaris Financial Technology Ltd)

  
Christina Pauline Beulah  
Company Secretary & Compliance Officer



Encl: as above

**COURIER**

IGR/MRVS/POL/2016  
Dt: 04.07.2016.

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

Dear Sir,

Subject: Investor Grievance Report for the period 01.04.2016 to 30.06.2016

We are furnishing below the status of Investor complaints during the period of 01.04.2016 to 30.06.2016 in terms of regulation u/s 13(3) of SEBI (Listing Obligation and Disclosure Requirement Regulation, 2015.

Complaints Opening as on 01.04.2016	Complaints received during the period	Total	Complaints resolved during the period	Complaints pending as on 30.06.2016
NIL	6	6	6	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

  
P SRIKRISHNA  
Manager



**Karvy Computershare Private Limited**

Corporate office: "Karvy Selenium Tower B", Plot No. 31 & 32, Financial District, Nanakramguda, Gachibowli, Hyderabad- 500 032. Telangana, INDIA. T: +91-40-67162222, 33211000, F: +91-40-23420814, e-mail: support@karvy.com

Registered Office: Karvy House, 46, Avenue 4, Street No.1, Banjara Hills, Hyderabad - 500 034.  
T: +91-40-2331-2454/2332-0751/752/251 | F: +91-40-2331-1968 | www.karvy.com | www.karvycomputershare.com | CIN: U72400TG2003PTC041636

**POLARIS CONSULTING AND SERVICES LTD**  
**STATUS OF REQUEST/ COMPLAINTS DURING THE PERIOD 01/04/2016 TO 30/06/2016**

	Subject	RECEIVED	REPLIED/ RESOLVED
	<b><u>A. REQUESTS</u></b>		
1	CHANGE/CORRECTION OF ADDRESS	0	0
2	RECEIPT OF DIVIDEND WARRANTS/REFUND ORDER FOR REVALIDATION	4	4
3	SPECIMEN SIGN CHANGE / NOT MENTIONED IN APPLICATION	24	24
4	CHANGE/CORRECTION OF BANK MANDATE	7	7
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	0	0
8	RECEIPT OF DD(S) /AGAINST DW FROM COMPANY/BANK	4	4
9	REQUEST FOR ECS FACILITY ( ELECTRONIC CLEARANCE SERVICES)	1	1
10	LETTERS FROM CLIENTS REGARDING BILLS/PAYMENTS	0	0
11	POSTAL RETURN DOCUMENTS	8	8
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	3	3
15	RECEIPT OF IB AND AFFIDAVIT FOR ISSUE OF DUP SECURITIES	0	0
16	REQUEST FOR CONSOLIDATION/SPLIT OF SECURITIES	9	9
17	DELETION OF JOINT NAME DUE TO DEATH	2	2
18	REQUEST FOR TRANSFER OF SECURITIES	39	39
19	REQUEST FOR TRANSMISSION OF SECURITIES	0	0
20	REQUEST FOR DEMAT NSDL & CDSL /REMAT	14	14
21	DD RECEIVED FROM BANKS AGAINST ECS REJECTIONS	0	0
22	CHANGE / CORRECTION OF NAME ON SECURITIES	2	2
23	CLARIFICATION REGARDING SHARES	1	1
24	REQUEST FOR EXCHANGE OF CERTIFICATES	0	0
25	QUERY REGARDING UNDELIVERED DOCUMENTS	0	0
26	OTHERS(ACKNOWLEDGEMENT/NSDL OPERATION/ELECTRONIC DP REQ/ PAN NO, REQ FOR COMMUNIC , EMAILS/Lodgement of conversion form	8	8
	<b>TOTAL (A)</b>	<b>126</b>	<b>126</b>
	<b><u>B. COMPLAINTS</u></b>		
1	NON-RECEIPT OF ANNUAL REPORT	1	1
2	NON-RECEIPT OF DIVIDEND WARRANT	4	4
3	NON-RECEIPT OF SECURITIES	0	0
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
	<b>TOTAL(B)</b>	<b>6</b>	<b>6</b>
	<b>TOTAL (A) + (B)</b>	<b>132</b>	<b>132</b>

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

