

REF : KFIN/RIS/SMARTLINK/2021

Date : 11.10.2021

BY COURIER

Ms. Urjita Damle

Company Secretary

Smartlink Holdings Limited

L-7, Verna Industrial Estate

Verna Salcete

Goa – 403 722

Dear Sir/ Madam,

We are enclosing herewith the following Investor Grievance Report for the period 01/07/2021 to 31/07/2021, 01/08/2021 to 31/08/2021, 01/09/2021 to 30/09/2021 and 01/07/2021 to 30/09/2021.

Kindly acknowledge receipt.

Thanking you,

Yours faithfully,

For KFIN TECHNOLOGIES PRIVATE LIMITED



C. Shobha Anand

Deputy Vice President

Encl : as above

**KFin Technologies Private Limited**

(Formerly known as "Karvy Fintech Private Limited")

**Registered & Corporate Office**

Selenium Building, Tower-B, Plot No- 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddi, Telangana, India, 500032.

Ph : +91 40 6716 2222, 7961 1000 | <https://www.kfintech.com> | CIN : U72400TG2017PTC117649

SMARTLINK HOLDINGS LIMITED					
INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.07.2021 TO 31.07.2021					
Sl.	Particulars	Opening	Receipt	Resolved	Pending
1	REQUESTS				
a	Change / Correction of address	0	0	0	0
b	Receipt of dividend warrants for revalidation	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	0	2	2	0
f	Letter of intimation of Bank Mandate	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0
i	Loss of securities and request for issue of duplicate	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0
m	Request for Consolidation/Split of securities	0	0	0	0
n	Request for issue of duplicate dividend warrant	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0
p	Request for transmission of securities	0	0	0	0
q	Request for transposition of securities	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0
s	Specimen Sign change/not mentioned in Appln&intimation of the same	0	0	0	0
2	COMPLAINTS	0	0	0	0
a	Non receipt of dividend warrants	0	0	0	0
b	Excess / Short payment of dividend	0	0	0	0
c	Non receipt of Annual Report	0	0	0	0
d	Legal Notice	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0
f	Non receipt of refund order	0	0	0	0
g	Correction of name on securities	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0
i	Non receipt of TDS	0	0	0	0
J	Clarification regarding shares	0	0	0	0
3	GENERAL	0	0	0	0
a	Query regarding undelivered documents	0	0	0	0
b	Postal return documents	0	0	0	0
	TOTAL	0	2	2	0



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INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.08.2021 TO 31.08.2021					
Sl.	Particulars	Opening	Receipt	Resolved	Pending
1	REQUESTS				
a	Change / Correction of address	0	1	1	0
b	Receipt of dividend warrants for revalidation	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	0	0	0	0
f	Letter of intimation of Bank Mandate	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0
i	Loss of securities and request for issue of duplicate	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0
m	Request for Consolidation/Split of securities	0	0	0	0
n	Request for issue of duplicate dividend warrant	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0
p	Request for transmission of securities	0	0	0	0
q	Request for transposition of securities	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0
s	Specimen Sign change/not mentioned in Appln&intimation of the same	0	0	0	0
2	COMPLAINTS	0	0	0	0
a	Non receipt of dividend warrants	0	1	1	0
b	Excess / Short payment of dividend	0	0	0	0
c	Non receipt of Annual Report	0	1	1	0
d	Legal Notice	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0
f	Non receipt of refund order	0	0	0	0
g	Correction of name on securities	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0
i	Non receipt of TDS	0	0	0	0
J	Clarification regarding shares	0	0	0	0
3	GENERAL	0	0	0	0
a	Query regarding undelivered documents	0	0	0	0
b	Postal return documents	0	0	0	0
	TOTAL	0	3	3	0



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SMARTLINK HOLDINGS LIMITED					
INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.09.2021 TO 30.09.2021					
Sl.	Particulars	Opening	Receipt	Resolved	Pending
1	REQUESTS				
a	Change / Correction of address	0	0	0	0
b	Receipt of dividend warrants for revalidation	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	0	0	0	0
f	Letter of intimation of Bank Mandate	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0
l	Loss of securities and request for issue of duplicate	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0
m	Request for Consolidation/Split of securities	0	0	0	0
n	Request for issue of duplicate dividend warrant	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0
p	Request for transmission of securities	0	0	0	0
q	Request for transposition of securities	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0
s	Specimen Sign change/not mentioned in Appln&intimation of the same	0	0	0	0
2	COMPLAINTS	0	0	0	0
a	Non receipt of dividend warrants	0	2	2	0
b	Excess / Short payment of dividend	0	0	0	0
c	Non receipt of Annual Report	0	0	0	0
d	Legal Notice	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0
f	Non receipt of refund order	0	0	0	0
g	Correction of name on securities	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0
l	Non receipt of TDS	0	0	0	0
J	Clarification regarding shares	0	0	0	0
3	GENERAL	0	0	0	0
a	Query regarding undelivered documents	0	0	0	0
b	Postal return documents	0	0	0	0
	TOTAL	0	2	2	0



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Sl.	Particulars	Opening	Receipt	Resolved	Pending
1	REQUESTS				
a	Change / Correction of address	0	1	1	0
b	Receipt of dividend warrants for revalidation	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	0	2	2	0
f	Letter of intimation of Bank Mandate	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0
l	Loss of securities and request for issue of duplicate	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0
m	Request for Consolidation/Split of securities	0	0	0	0
n	Request for issue of duplicate dividend warrant	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0
p	Request for transmission of securities	0	0	0	0
q	Request for transposition of securities	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0
s	Specimen Sign change/not mentioned in Appln&intimation of the same	0	0	0	0
2	COMPLAINTS	0	0	0	0
a	Non receipt of dividend warrants	0	3	3	0
b	Excess / Short payment of dividend	0	0	0	0
c	Non receipt of Annual Report	0	1	1	0
d	Legal Notice	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0
f	Non receipt of refund order	0	0	0	0
g	Correction of name on securities	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0
l	Non receipt of TDS	0	0	0	0
J	Clarification regarding shares	0	0	0	0
3	GENERAL	0	0	0	0
a	Query regarding undelivered documents	0	0	0	0
b	Postal return documents	0	0	0	0
	TOTAL	0	7	7	0



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INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.07.2021 TO 30.09.2021						
Sl.	Particulars	01.07.2021 to 31.07.2021	01.08.2021 to 31.08.2021	01.09.2021 to 30.09.2021	01.07.2021 to 30.09.2021	Pending
1	REQUESTS					
a	Change / Correction of address	0	1	0	1	0
b	Receipt of dividend warrants for revalidation	0	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	2	0	0	2	0
f	Letter of intimation of Bank Mandate	0	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0	0
i	Loss of securities and request for issue of duplicate	0	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0	0
m	Request for Consolidation/Split of securities	0	0	0	0	0
n	Request for issue of duplicate dividend warrant	0	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0	0
p	Request for transmission of securities	0	0	0	0	0
q	Request for transposition of securities	0	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0	0
s	Specimen Sign change/not mentioned in Appln&intimation of the same	0	0	0	0	0
2	COMPLAINTS	0	0	0	0	0
a	Non receipt of dividend warrants	0	1	2	3	0
b	Excess / Short payment of dividend	0	0	0	0	0
c	Non receipt of Annual Report	0	1	0	1	0
d	Legal Notice	0	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0	0
f	Non receipt of refund order	0	0	0	0	0
g	Correction of name on securities	0	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0	0
i	Non receipt of TDS	0	0	0	0	0
J	Clarification regarding shares	0	0	0	0	0
3	GENERAL	0	0	0	0	0
a	Query regarding undelivered documents	0	0	0	0	0
b	Postal return documents	0	0	0	0	0
	TOTAL	2	3	2	7	0



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