



**Novartis India Limited**  
Registered Office:  
Inspire BKC  
Part of 601 & 701  
Bandra Kurla Complex  
Bandra (East)  
Mumbai – 400 051  
Maharashtra, India  
Tel +91 22 50243000  
Fax +91 22 50243010  
Email: india.investors@novartis.com  
CIN No. L24200MH1947PLC006104  
Website: www.novartis.in

October 21, 2020

The Secretary  
BSE Limited,  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

**Sub.: Statement of Investor Complaints/Grievances for the quarter ended September 30, 2020 with respect to Equity Shares issued by Novartis India Limited (“the Company”)**

**Ref.: 1. Regulation 13(3) of the Securities and Exchange Board of India (Listing Obligations and Disclosures Requirements) Regulations, 2015**  
**2. Scrip Code - 500672**

Dear Sir/ Madam,

Statement of Investor Complaints for the quarter ended September 30, 2020, with respect to the Equity Shares of the Company, prepared on the basis of the report dated October 20, 2020 obtained from the Registrar and Transfer Agent of the Company i.e. Link Intime India Private Limited (enclosed as **Annexure 1**) is as under:

<b>Particulars</b>	<b>Number of Complaints</b>
Complaints pending at the beginning of the quarter (i.e. as on July 1, 2020)	1
Complaints received during the quarter (i.e. July 1, 2020 to September 30, 2020)	1
Complaints disposed of during the quarter (i.e. July 1, 2020 to September 30, 2020)	2
Complaints remaining unresolved at the end of the quarter (i.e. as on September 30, 2020)	0

This is for your information and record.

Thanking you.

Yours sincerely,

For **Novartis India Limited**

Sd/-  
**Trivikram Guda**  
**Company Secretary &**  
**Compliance Officer**

Encl.: as above



**Link Intime India Pvt. Ltd.**

CIN : U67190MH1999PTC118368

C-101, 247 Park, L.B.S. Marg,

Vikhroli (West), Mumbai - 400 083

Phone: +91 22 4918 6000

Fax: +91 22 4918 6060

Email: mumbai@linkintime.co.in

Website: www.linkintime.co.in

20<sup>th</sup> October, 2020

### **Novartis India Ltd.**

Investor Complaints under Regulation 13 (3) of SEBI (Listing Obligation & Disclosure requirement (Regulations), 2015 for the quarter ended 30<sup>th</sup> September 2020.

<b>SRNO.</b>	<b>PARTICULARS</b>	<b>3 MONTHS ENDED ON 30<sup>th</sup> September, 2020</b>
1	Pending at the beginning of the quarter	01
2	Received during the quarter	01
3	Disposed off during the quarter	02
4	Remaining unsolved at the end of the quarter	0

Note: Complaints pending at the end of the quarter were received in the last week of the Quarter ended 30.09.2020 and were subsequently resolved in the first week of the next quarter

Thanking You,

Yours faithfully,  
For Link Intime India Pvt. Ltd

Sd/-  
Ashok Shetty  
Vice President-Corporate Registry