



**Novartis India Limited**  
Registered Office:  
Sandoz House  
Shivsagar Estate  
Dr. Annie Besant Road  
Worli, Mumbai 400 018  
India  
Tel +91 22 2495 8400  
Fax +91 22 2495 0221  
CIN No. L24200MH1947PLC006104  
Website: [www.novartis.in](http://www.novartis.in)  
Email : [india.investors@novartis.com](mailto:india.investors@novartis.com)

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

October 31, 2017

**Sub: Update on Statement of Investor Complaints/Grievances pursuant to Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements), Regulations 2015 for the Quarter ended September 30, 2017**

Dear Sirs,

This is in reference to the statement of investor complaints/grievances filed by the Company on October 11, 2017 for the quarter ended September 30, 2017 with BSE. Please find enclosed revised statement of investor complaints/grievances for the quarter ended September 30, 2017 as per the information received from our Registrar and Transfer Agent on October 30, 2017 (Copy enclosed).

We were recently informed by the SCORES team at SEBI, that there was a change in the vendor maintaining website of SCORES, as a result there were no email alerts received by the Company from SCORES website relating to the complaints lodged therein for the quarter ended September 30, 2017. Therefore, the same was not appropriately captured in the previous statement of investor complaints/grievances filed with BSE on October 11, 2017.

It may be noted that as on the date, all three complaints pending, have been duly responded by the RTA on SCORES website as well as to the shareholders vide their letter dated October 30, 2017.

Request you to take the same on your records.

Thanking you.

Yours sincerely,

For Novartis India Limited

Trivikram Guda  
Company Secretary &  
Compliance Officer

Encl.: as above



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**Name of the Company: Novartis India Limited**

**Scrip Code: 500672**

**Statement of Investor Complaints/Grievances pursuant to Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements), Regulations 2015 for the Quarter ended September 30, 2017**

Particulars	Number of Complaints
Complaints pending as on 01.07.2017	0
Complaints received during 01.07.2017 to 30.09.2017	4
Complaints resolved during 01.07.2017 to 30.09.2017	1
Complaints pending as on 30.09.2017	3*

*\*It may be noted that as on the date, all three complaints mentioned above, have been duly responded by the RTA on SCORES website as well as to the shareholders vide their letter dated October 30, 2017.*

For Novartis India Limited

  
Trivikram Guda  
Company Secretary &  
Compliance Officer

**October 30, 2017**


We M/s Link Intime India Pvt Ltd having registered office at C-101, 1st Floor, 247 Park, L B S Marg, Vikhroli (West) Mumbai – 400 083 are acting as Registrar and Share Transfer Agents for and on behalf of **M/s Novartis India Ltd.**, do hereby certify the correctness of the following details.

Summary of Attended Letters  
**From Date : 01-07-2017 to 30-09-2017**

Sr. No.	Nature of Complaint	Number of Complaints Pending as on June 30, 2017	Number of complaints received during the period July 1, 2017 to September 30, 2017	Number of complaints disposed of during the period July 1, 2017 to September 30, 2017	Number of complaints remained unresolved as on September 30, 2017
1	Non Receipt of Offer Documents	0	0	0	0
2	Non Receipt of Share Certificate / Shares	0	0	0	0
3	Non Receipt of Consideration amount	0	0	0	0
4	Non Receipt of Dividend/ Interest/ Resumption Warrant	0	1	1	0
5	Stock Exchange (BSE) / SCORES	0	3	0	3
	<b>Total</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>3</b>

Thanking You,

Yours Faithfully,

**For Link Intime India Pvt Limited**

Uday Mogaveera  
Asst. Vice President - Corporate Registry