



July 14, 2020

The Secretary Listing Department, BSE Limited, 1 st Floor, Phiroze Jeejeebhoy Towers Dalal Street, Mumbai 400001 Scrip Code: 540975	The Manager, Listing Department, The National Stock Exchange of India Ltd Exchange Plaza, C-1, Block G Bandra Kurla Complex Bandra (East), Mumbai 400051 Scrip Symbol: ASTERDM
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Dear Sir/Madam,

Sub: Submission of Investor Grievances Report for quarter ended June 30, 2020

Pursuant to regulation 13 (3) of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, please find enclosed Investor Grievances Report for the quarter ended June 30, 2020.

We request you to kindly take this in your record.

Thanking you,

For Aster DM Healthcare Limited

Puja Aggarwal
Company Secretary & Compliance Officer

Aster DM Healthcare Limited
CIN- L85110KL2008PLC021703
IX/475L, Aster Medcity, Kuttisahib Road
Near Kothad Bridge, South Chittoor PO
Cheranalloor, Kochi- 682027, Kerala, India
Tel: +91 484 6699999, Fax: +91 484 6699862
Email: cs@asterdmhealthcare.com

3rd July, 2020

To
Aster DM Healthcare Limited
#178S, 19th Main, Sector 1,
HSR Layout
Bengaluru - 560102

Dear Sir,

Sub: Investor Grievance Certificate for the Quarter ended 30th June, 2020.

Please find listed below details of the Investor complaints / requests, received and redressed at our end during the quarter ended 30th June, 2020 (01.04.2020 to 30.06.2020).

Investors Complaints / Requests	No of Complaints
Total Investors complaints pending at the beginning of the quarter.	00
Total complaints received through Correspondence during the quarter.	00
Total complaints received from N.S.E during the quarter.	00
Total complaints received from B.S.E during the quarter.	00
Total complaints received from SEBI during the quarter.	00
Total complaints resolved /replied during the quarter.	00
Total Investors complaints pending at the ending of the quarter.	00

Kindly acknowledge the receipt of the same.

Yours truly,
For Link Intime India Pvt Ltd,



S Dhanalakshmi
Head - Coimbatore Branch

Important Note :

As you are aware, due to COVID 19 pandemic and the proactive steps taken by Govt of India in declaring a 21 days lockdown effective from March 24, 2020 midnight and further extensions in lockdown announced by the Govt. of India and various State Governments and prior to this date the advisory/prohibitory orders issued by the Government of India and various State Governments effective from mid of March 2020, based on representation made by Registrars Association of India (RAIN), SEBI vide their Circular No. SEBI/HO/MIRSD/RTAMB/CIR/P/2020/59 dated April 13, 2020 has informed RTAs, Issuer Companies and market participants and provided relaxation for handling Investor Correspondence/Grievances/Complaints with the equivalent period of lockdown declared by the Government of India i.e. 21 days over and above the prescribed time limits and in the event of further extension in the lockdown period as directed by the Government of India/State Governments additional relaxation in prescribed timelines for equal number of extended days in lockdown. SEBI also vide their various circulars, had relaxed the timelines by different durations for various activities/investor requests/compliances.

In view of the prevailing Covid-19 pandemic and the continuation of partial lockdown and prohibitory orders issued by the Government of India and various state governments, normalcy is yet to be restored, major part of the critical operations of RTAs are being carried out by working remotely from home by the employees with restricted resources as available. The Government of India and various state governments have also advised citizens to remain at home to the maximum extent possible and venture out only in case it is absolutely necessary.

Even though some of the state governments have relaxed certain norms for private sector establishments, states like Maharashtra have allowed only 10% of the employees to attend office. The state government, local bodies and politicians have also advised citizens not to venture out to reach workplaces unless it is absolutely critical and essential and to continue to work from home in order to avoid/contain the spread of Covid-19 infection and thus endangering human lives. Employees are not in a position to reach offices in view of non-availability of trains and adequate public transport. This has resulted in most of the RTAs working from home and only absolutely need based critical staff at office.

It is not out of place to mention that the postal services are not functioning fully while the courier services are completely stopped. Further, the employees of our client companies are also not attending the offices and only a few of their secretarial staff are working from home. Due to the non-availability of officials at company, there are delays in getting approvals / signing and returning of certificates after approval.

In view of the above, certain investor correspondence/grievances/complaints inwards by our office from the period third week/last week of February, 2020 which was to be processed and released within 30 days as the case may be, might not have been processed/released since our office was functional with bare minimum staff reporting to office from mid-March. Also, since the postal services are not functioning fully while the courier services are completely stopped, during this challenging times certain documents might have been despatched by the investor/intermediary but not received by us/not inwards, certain transactions/requests might have been processed/released by us but physical documents could not be despatched which has arisen due to these extraordinary circumstances.

Regulation 13(3) of SEBI (LODR) Regulations, 2015 reports may reflect certain investor correspondence/grievances/complaints inwards by our office from the period third week/last week of February, 2020 onwards which was to be processed and released within 30 days as the case may be, might not have been processed/released, processed/released by us but replies/physical documents could not be despatched for the reasons mentioned above. These are extraordinary circumstances beyond the control of RTAs.

Additional clarifications (if required) in respect of issues faced by us releasing the demat requests after static data updation:

It is also pertinent to note that from the month of February 2020, most of the RTAs were experiencing problems in releasing the demat requests received from the shareholders through their DPs, as there have been lot of issues at both the Depositories end after the static data of the shareholders were uploaded with the depositories including matching of data between depositories, DN database syncing between the depositories, different file formats etc. resulting in delay in meeting the timelines by the RTAs in demat processing and release due to these inconsistencies. Please note during this challenging times certain transaction processed might be pending for release and certain DRN generated by DPs electronically but physical documents might not have been despatched by them or might have been despatched by the DP but not received by us/not inwards which has arisen due to the extraordinary circumstances as explained above.