



*E. I. D.-Parry (India) Limited*  
Investor Grievance Redressal Policy

Adoption date and Effective Date : April 01, 2022



## INVESTOR GRIEVANCE REDRESSAL POLICY

### 1. Preamble

At E.I.D.-Parry (India) Limited (“the Company”), we recognize the value to provide efficient services to the investors and to effectively address and redress the grievances of the investors in a timely manner.

The Company’s Ordinary (Equity) Shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE). The Company issues Debt instruments from time to time which are listed on the Debt Segment of BSE. The Company’s Ordinary Equity Shares are under compulsory trading in demat form only.

### 2. Purpose

The objective of the Policy is to promote and build prompt Investor Grievance redressal mechanism and investor friendly relations. The Policy thus recognises the investors’ right to always have a contact address available to enable them to query or record a grievance. This also enables the Company use investors’ views as a feedback mechanism.

### 3. Effective date

This Policy shall come into force on 1<sup>st</sup> April 2022.

### 4. Scope and Applicability

The coverage of this policy is to redress the grievance of all the securities issued by The Company, which are listed on the stock exchanges in India.

- This Policy was approved by the Stakeholders Relationship Committee of the Board of the Company held on May 17, 2022.
- M/s. KFin Technologies Limited (KFin) is the Registrar and Transfer Agents of the Company. The RTA is primarily responsible for handling the security holders related affairs viz., matters related to transfer of securities, transmission & other Shareholders Investors Grievance related activities. The Secretarial Department oversees the activities of the Registrar and Transfer Agents to ensure timely transmission and demat of shares and prompt service in investor related matters.
- The Board has appointed the Company Secretary to act as Compliance Officer of the Company. As Compliance Officer, the Company Secretary is responsible for ensuring provision of prompt and effective services to the securityholders and monitoring the dedicated email address of the Company for investor grievances.



## 5. Policy Statement

- The Company shall provide prompt services to the Investors and to effectively address and redress their grievances in a timely manner.
- The Company shall:
  - Ensure visibility and accessibility of complaint handling process to all Investors
  - Provide access to grievance redressal policy to Investors on a need to know basis
  - Continually improve its processes & systems by taking inputs/ feedback from the investors.
- The Company takes pride to address all the queries/ grievances/ concerns brought to its attention by the stakeholders and also classify & differentiate queries, requests and complaints, etc. and accordingly resolve them to the satisfaction of the concerned stakeholders.

## 6. Definitions

For the purpose of this Policy, the following words will carry the meaning as under:

- a) “Board” means the Board of Directors of E.I.D.- Parry (India) Limited.
- b) “Policy” means this Policy on Investors’ Grievance Redressal Mechanism.
- c) “SCORES” is a web based centralized grievance redressal system of SEBI (<http://scores.gov.in>), which enables the investors to lodge and track anywhere the status of redressal of such complaints online from the above website.
- d) Securities means Securities as defined under the Securities Contract (Regulation) Act,1956.
- e) “Stipulated Turnaround Time” means the timelines as specified in the “Investor Service Timelines” section of this Policy or prescribed statutory timelines (if any), whichever is earlier. The words and phrases not defined under this Policy will carry the same meaning as defined under the Trust Deed of IndiGrid; the Securities and Exchange Board of India Act, 1992 read with the rules and regulations made thereunder, including the InvIT Regulations

## 7. Grievance Handling Mechanism

The Company has an established mechanism for investor service and grievance handling with KFin as detailed below –

- The Company has a designated email ID [investorservices@parry.murugappa.com](mailto:investorservices@parry.murugappa.com) for handling investor grievances on which investor can send a complaint. This e-mail ID is mentioned on every communication of the Company to the shareholders and is also mentioned on the website of the Company.

- Executives in the Secretarial Department access the above-mentioned designated investor grievances e-mail ID on a regular basis to check whether any new complaint or request from securityholders has been received.
- Full details of the complaint or request are immediately thereafter informed to KFin.
- Secretarial Department obtains all information available on the complaint or request which is considered necessary for a proper resolution of the grievance. It looks into all the necessary information and undertakes to resolve them as soon as possible.
- Upon receipt of the necessary documentation and information, and after satisfying the necessary quality checks, the Company follows the practice of resolving the investor complaint or request promptly and as per the service standards established with KFin.
- Status Report is obtained on a quarterly basis from KFin in respect of various correspondences and complaints received by the Company directly or by KFin.
- The Company engages a practicing Company Secretary for carrying out Reconciliation of Share Capital Audit, Audit of delivery of share certificates within the prescribed time limit in pursuance of statutory requirements.
- The Status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee and Board.
- KFin being the Registrar and Transfer Agents (RTA) of the Company is primarily responsible to resolve the investor's grievances. KFin is responsible for discharging investor service functions effectively, efficiently and expeditiously.
- The complaints received through Stock Exchanges are attended immediately.
- All the investor complaints/grievance received online through "SEBI Complaints Redress System" (Scores) are checked regularly and replied/resolved expeditiously.
- The Company, in its Annual Report, also reminds the Investors to claim unclaimed dividends.

#### 8. Investor Service Timelines

The Company and RTA follow the following timelines for performance of its duties toward security holders:

1. All investors communication or grievances in relation to following matters shall be addressed by RTA within 5 working days from the date of receipt of such grievance or communication
  - Issue or non-receipt of TDS certificates/ Form 64B,
  - Request for copy of Annual Report,
  - Non-receipt of Dividend
  - Requesting for providing details of dividend paid

2. All investors grievance or communication regarding re-processing of unclaimed dividend and all other grievance or communication not specifically covered in this policy should be addressed by RTA within 10 working days from the date of receipt of such grievance or communication.
3. In case RTA requires any additional information or supporting document to address such grievance or communication, the return communication stating details of desired information or document should be released within respective Stipulated Turnaround Time. After receipt of requested information or document, the RTA should address such grievance or communication within respective Stipulated Turnaround Time.

9. Classification of Correspondence / Communication

The Company receives various correspondence / communication from the investors relating to shares, annual reports, dividend and ancillary matters. These communications may either be complaints or mere queries / requests by the securityholders. The Company presently follows a set of guidelines for classifying the securityholders' communication between general correspondence, requests, complaints, etc.

The Company has also constituted the Stakeholders Relationship Committee (SRC) to examine and redress complaints by shareholders and investors. The SRC meets on a quarterly basis to resolve shareholders' grievances including complaints related to transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/duplicate certificates etc.

The SRC also reviews broadly the correspondence dealt by the RTA on a quarterly basis. In addition to the above, SRC reviews adherence to the service standards adopted by the Company in respect of services being rendered by the RTA, review of various measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants/annual reports/statutory notices by the Shareholders of the Company. The SRC is authorised to approve request for transmission of shares and issue of duplicate share certificates.

The Board has also delegated the power to approve transfers/transmission/transposition and all other ancillary and incidental matters to Stakeholders Relationship Committee. The Board has also made a limited delegation of the powers to the Company's executives as detailed below..

- Managing Director / Chairman are individually authorised to approve transfers up to 5,000 shares (Face value of Re.1/- each) per transferor / transferee.
- Certain senior executives along with a Director have been authorised to approve request for transfers up to 1,000 shares (Face value of Re.1/- each) per transferor / transferee.
- Certain senior executives have also been authorised to approve transfers up to 500 shares (Face value of Re.1/- each) per transferor / transferee.

In addition to the above, the Policy broadly defines its investor servicing timelines as mentioned above and further lays down the process for redressal of complaints and the escalation matrix thereof.

10. General Principle Guiding Classification of Securityholders' Communication

- Multiple correspondence / communications or reminders received for the same matter within the stipulated turnaround time in this Policy for handling of the query / communication will be treated as one complaint.
- If a query is resolved after the stipulated turnaround time and there is no reminder from the securityholder during such time period, such query will not be treated as complaint.
- In case of any ambiguity, the Company Secretary shall be the sole authority to decide on the nature and classification of the communication and the decision of the Company Secretary shall be final and binding.

11. **Policy Adherence Responsibility:** The Company Secretary and Compliance Officer to ensure that all mandatory provisions of SEBI Regulations and SEBI Investor Protection Guidelines, etc. are complied with and complaints/grievances from shareholders and investors and those routed through Stock Exchanges or SEBI SCORES, or Statutory authority(ies) are resolved/replied appropriately. The policies formulated will be reviewed periodically to foster more dynamic, open and interactive corporate governance and thereby maximizing shareholder value

12. Review and monitoring:

- a) The Company Secretary shall be directly responsible for compliance with this policy and to ensure that all Investor complaints are addressed to in fair and time-bound manner to the satisfaction of such stakeholders.
- b) All documents and correspondence involved shall be maintained in strict confidence by the complainant as well as the Company until such period the Company Secretary deems fit. Remedies and status of complaints shall be effectively communicated wherever necessary or as requested whilst protecting the identity of those involved.
- c) The Managing Director is authorized to make modifications to this policy as and when deemed necessary and appropriate to ensure the ends of the policy being served.



13. Reporting and Remedy:

- a) As advised, Investors can send any concerns or grievances at the below dedicated email: [Investorservices@parry.murugappa.com](mailto:Investorservices@parry.murugappa.com). In order to enable the Company to efficiently address their grievance/complaint, it is requested to highlight issues specific to grievance only on the above-mentioned email ID.
- b) EID Parry assures through this policy that any concerns raised by Company's stakeholders shall be appropriately and adequately remedied in a time-bound manner.



Annexure to Investor Grievance Redressal Policy

ESCALATION MATRIX FOR INVESTORS GRIEVANCES

A. The escalation matrix for complaints relating to the securities of the Company is as provided below:

Level 1	Ms.Renuka R, Deputy Manager E.I.D.- Parry (India) Limited Dare House, Parrys Corner, Chennai – 600 001 Ph:+ 91 2530 6272 Email ID : <a href="mailto:investorservices@parry.murugappa.com">investorservices@parry.murugappa.com</a>
Level 2	Mr. Satish Krishnan B, Sr.Manager / Mr. Biswa Mohan Rath, Company Secretary E.I.D.- Parry (India) Limited Dare House, Parrys Corner, Chennai – 600 001 Ph:+ 91 2530 6279 Email ID : <a href="mailto:investorservices@parry.murugappa.com">investorservices@parry.murugappa.com</a>
Level 3	The investor may approach the Securities and Exchange Board of India and file their grievance through “SCORES”, the centralized online system for lodging and tracking complaints.  SCORES facility can be accessed through the web link <a href="http://scores.gov.in">http://scores.gov.in</a> .  Filing complaints on SCORES - Easy & quick a) Register on SCORES portal b) Mandatory details for filing complaints on SCORES are name, PAN, address, mobile number, E-mail ID of the complainant.

CONTACT DETAILS OF THE RTA

KFIN Technologies Limited,  
Unit : E.I.D. – Parry (India) Limited, Karvy Selenium Tower B, Plot No.: 31 & 32, Gachibowli,  
Financial District, Nanakramguda, Serilingampally,  
Hyderabad – 500 032, Telangana.  
Tel: 040-33215204, Email ID : [inward.ris@kfintech.com](mailto:inward.ris@kfintech.com)