

AANCHAL ISPAT LIMITED

INVESTOR GRIEVANCE REDRESSAL POLICY

INTRODUCTION:

At Aanchal Ispat Limited, we believe that Investor service is a vital element for sustained business growth and we want to ensure that our Investors receive exemplary service across different touch points of the AIL. Prompt and efficient service is essential to retaining existing relationships and therefore Investor satisfaction becomes vital to the AIL, especially since we follow the Direct-to-Investor model. Investor queries and complaints constitute an important voice of Investor, and this policy details grievance handling through a structured Grievance Redressal framework. Grievance Redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

OBJECTIVE:

The AIL's Grievance Redressal policy follows the following principles:

- 1) Investors are treated fairly at all times
- 2) Complaints raised by Investors are dealt with courtesy and in a timely
- 3) Investors are informed of avenues to raise their queries and complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
- 4) Queries and Complaints are treated efficiently and fairly.
- 5) The AIL employees work in good faith and without prejudice, towards the interests of the Investors.

REPORTING AUTHORITY

The AMC has a dedicated Investor Grievance Redressal team under Stakeholder Relation committee under the overall supervision of Committee Members & Company Secretary of the Committee, who is responsible for timely and prompt communication with our Investors, while having an open attitude towards service recovery, and providing alternate solutions to investors, thus ensuring healthy relationships with our investors.

AWARENESS OF THE GRIEVANCE REDRESSAL MECHANISM

PROCEDURE 1

Investor queries / complaints arise due to lack of understanding or a deficiency of service experienced by Investors. Deficiency of service may include lack of explanation, clarifications,

understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards Investors.

Investors can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. Investors are requested to approach the AIL directly complaint through any of the touch points mentioned below, and in the normal course can expect a response within 2 business days of query / complaint registration.

Contact Centre: Investors can call the AIL contact center on 9007020924 on any business day between 9.00 am & 9.00 pm to provide feedback & register their queries / complaints.

Email: Investors can send an email to cs@aanchalispac.com/info@aanchalispac.com

Letter: Investors can write to the AIL with their query/complaint at the registered office address as mentioned below.

“AANCHAL ISPAT LIMITED”

“Mouza-Chamarail, National Highway 6,
Liluah, Howrah – 711 114
West Bengal”

PROCEDURE 2

In case Investors do not receive a response within 30 business days of approaching the AMC, or if they are not satisfied with the resolution received from the AIL, they can escalate their issues to SEBI (Securities and Exchange Board of India) and update their complaints on SCORES (SEBI Complaints Redress System). SCORES allows the investor to lodge his complaint online with SEBI and subsequently view its status at <http://scores.gov.in/>.

Investors can now also lodge their complaints pertaining to KRA {KYC Registration Agency through the SCORES system.

SEBI has launched a toll free helpline service number (1800 22 7575 / 1800 266 7575) for investors all over India in 14 languages available on all business days during Monday to Friday from 9:30 A.M to 5.30 p.m. The above toll free helpline service on Saturday and Sunday would be available presently to investors all over India in English, Hindi, Marathi and Gujarati only from 9:30 a.m. to 5:30 p.m.

DISCLOSURE OF QUERIES / COMPLAINTS

On a monthly basis queries / complaints with the ATR will be uploaded on the Company website & Scores portal for information of investors.