

# **POLICY ON INVESTOR GRIEVANCE REDRESSAL**

**Oriental Trimex Limited**

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## **1. Preamble**

Oriental Trimex Limited is committed to safeguarding the interests of its investors and ensuring timely, transparent and effective resolution of investor grievances.

This Policy aims to provide a structured mechanism for redressal of complaints received from shareholders and other investors.

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## **2. Objective**

The objectives of this Policy are to:

- Ensure prompt and effective redressal of investor grievances
  - Enhance investor confidence and trust
  - Comply with applicable laws and SEBI regulations
  - Maintain transparent communication with investors
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## **3. Applicability**

This Policy applies to:

- Equity shareholders
  - Debenture holders
  - Other security holders
  - Investors and stakeholders of the Company
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## **4. Investor Grievances**

Investor grievances may include, but are not limited to:

- Non-receipt of dividends
- Non-receipt of annual reports
- Transfer / transmission of shares
- Dematerialisation / rematerialisation issues



- Change of address or bank details
- Delay in share certificates or other securities
- Complaints relating to corporate actions

## **5. Stakeholders Relationship Committee (SRC)**

### **5.1 Constitution**

The Board shall constitute a **Stakeholders Relationship Committee** in compliance with applicable laws and SEBI regulations.

### **5.2 Role & Responsibilities**

The Committee shall:

- Oversee redressal of investor complaints
- Review status of grievances periodically
- Ensure timely and effective resolution
- Monitor investor service standards

## **6. Grievance Redressal Mechanism**

### **6.1 Mode of Lodging Complaints**

Investors may lodge complaints through:

- SEBI SCORES platform
- Written communication to the Company
- Email to the designated investor grievance email ID
- Registrar & Share Transfer Agent (RTA), where applicable

### **6.2 Resolution Timeline**

- The Company shall endeavor to resolve investor grievances within **30 days** of receipt
- In case of complex matters, interim communication shall be provided

## **7. Role of Registrar & Share Transfer Agent (RTA)**

- The Company may appoint an RTA to handle routine investor services
- The RTA shall act under the supervision of the Company and SRC
- Periodic reports shall be submitted to the Company



## 8. Monitoring & Reporting

- Status of investor complaints shall be reviewed in Board / Committee meetings
- Details of investor grievances and their disposal shall be disclosed:
  - In the Annual Report
  - On the Company's website
  - In regulatory filings, as applicable

## 9. Escalation Mechanism

If an investor is not satisfied with the resolution:

- The matter may be escalated to the Stakeholders Relationship Committee
- Investors may also approach SEBI through SCORES, as per law

## 10. Confidentiality

All investor information and complaints shall be handled with strict confidentiality and used only for grievance redressal purposes.

## 11. Compliance with Laws

The Company shall comply with:

- Companies Act, 2013
- SEBI (LODR) Regulations
- Other applicable securities laws and guidelines

In case of conflict, statutory provisions shall prevail.

## 12. Policy Review & Amendment

- This Policy shall be reviewed periodically by the Board / Committee
- Amendments shall be made as required due to changes in law or business environment

For Oriental Trimex Limited

