

## **INVESTOR GRIEVANCE POLICY**

This is an internal policy of Svarnim Trade Udyog Limited for Investor Grievance handling.

1. An Investor /Client can make his/her complaint through email or letter to the Company.
2. The Investor/Client can make a written complaint through letter and sent it or hand delivered to Company's Head Office.
3. Handling of all investor grievances is a centralized function and is being handled by Compliance department at corporate office.
4. Under the SEBI directive a designated e-mail id has been created [svarnimudyog@gmail.com](mailto:svarnimudyog@gmail.com) & the same has been displayed on our website [www.svarnim.com](http://www.svarnim.com) his e-mail id would be monitored by compliance department on daily basis.
5. All the Investor Grievance [www.svarnim.com](http://www.svarnim.com) would be verified and scrutinize by the compliance department and it would initiate necessary steps to resolve the complaint within 1 -2 working days of the receipt of the complaint by them.
6. Full details of the complaint are thereafter shall be informed to the Compliance Officer and R&TA of the Company as soon as it is received.
7. A correspondence either by letter or e-mail shall be made with the investor who has submitted written complaints acknowledging receipt of the complaint.
8. Corporate Secretarial Department shall obtain all information available on the complaint which is considered necessary for a proper investigation. It shall look into all the necessary information and undertakes to resolve them as soon as possible.
9. The Company shall follow the practice of resolving the investor complaint within 15-25 days of receipt of the same.
10. The Status Report shall be obtained periodically from the R&TA of the Company in respect of various correspondences and complaints against the Company.
11. The Company shall engage a practicing Company Secretary for doing Reconciliation of Share Capital Audit on quarterly basis. The Practicing Company Secretary shall issue a Compliance Certificate about delivery of share certificates after registration of transfer within Fifteen days of the date of lodgement of transfer, on half yearly basis pursuant to Regulation 40 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.
12. The Status of receipt, redressal and pendency of all the complaints shall be placed before the Shareholders / Investors Grievance Committee on the quarterly basis.
13. MAS Services Limited, being Registrars and Transfer Agents (R&TA) shall be primarily responsible to resolve the investor's grievances related to Issue. Also, Registrars and Transfer Agents (R&TA) of the Company shall be responsible for discharging investor service functions effectively, efficiently and expeditiously.

