

# **SAINIK FINANCE & INDUSTRIES LIMITED**

## **INVESTOR GRIEVANCE REDRESSAL POLICY**

### **COMPANY AT A GLANCE**

- The Company's Equity Shares are listed on the Bombay Stock Exchange (BSE).
- The Company's Equity Shares are under compulsory trading in Demat form only.
- Company Secretary acts as Compliance Officer of the Company.
- M/s Indus Portfolio Private Limited, New Delhi is the Registrar and Transfer Agent (R&TA) of the Company.

### **INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM**

The Company has an established mechanism for investor service and grievance handling with M/s Indus Portfolio Private Limited, New Delhi and the Compliance Officer appointed by the Company for this purpose, being the important functional nodes.

### **SOME OF THE KEY STEPS UNDERTAKEN BY THE COMPANY FOR HANDLING INVESTOR GRIEVANCES ARE ENUMERATED AS FOLLOWS:**

1. The Company has a designated email id [legal.secretarial@sainikmining.com](mailto:legal.secretarial@sainikmining.com) for handling investor complaint.
2. Also, an Investor can make a written complaint through letter or fax also on **01214-2719100**.
3. The Secretarial Department checks the designated investor grievances e-mail ID on a daily basis to check whether any new complaint has been lodged, if any.
4. Full details of the complaint are thereafter informed to the Compliance Officer and R&TA of the Company as soon as it is received.
5. A correspondence either by letter or e-mail is made with the investor who has submitted written complaint acknowledging receipt of the complaint.

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6. Compliance Officer and R&TA obtain all information available on the complaint which is considered necessary for a proper investigation. It looks into all the necessary information and undertakes to resolve them as soon as possible.
7. The Company follows the practice of resolving the investor complaint within 15 working days of receipt of the same.
8. All the investor complaints/grievance received if any, through SEBI by online “SEBI Complaints Redress System” (Scores) checked regularly and replied/resolved expeditiously.

<b>Investor Relations</b>	
<b>Name &amp; Contact Details of Compliance Officer:</b> Mr. Piyush Garg Company Secretary & Compliance Officer. Contact Details: E-mail id: <a href="mailto:Legal.Secretarial@sainikmining.com">Legal.Secretarial@sainikmining.com</a> Address: 7th Floor, Corporate Office Tower, Ambience Mall, N.H.-8.Gurgaon –122001 (HR) Tel: <b>01214-27191000</b> .	<b>Registrar &amp; Share Transfer Agents:</b> Indus Shareshree Private Limited (Formerly known as <b>Indus Portfolio Private Limited</b> ) G-65, Bali Nagar, New, Delhi-110015 Tel: + 011 - 47671200 Website: <a href="http://www.indusinvest.com">www.indusinvest.com</a> E-mail id: <a href="mailto:rs.kushwaha@indusinvest.com">rs.kushwaha@indusinvest.com</a>
<b>For Investor Grievance:</b> Kindly write us at the following email id: <a href="mailto:Legal.Secretarial@sainikmining.com">Legal.Secretarial@sainikmining.com</a>	

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