



## **STEEL STRIPS WHEELS LIMITED**

### **Investor Grievance Policy**

#### **BACKGROUND**

Steel Strips Wheels Limited's ("the Company") equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE) and the same are under compulsory trading in demat form only.

The matters related to transfer of securities of the Company & Shareholders/Investors Grievance and related function of the Company are outsourced to MUFG Intime India Private Limited ("MIPL") (formerly Link Intime India Private Limited), RTA of the Company. 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.

#### **OBJECTIVE:**

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.

#### **GRIEVANCE HANDLING MECHANISM**

The Company has an established mechanism for investor service and grievance handling, with MIPL 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 [ssl\\_ssg@glide.net.in](mailto:ssl_ssg@glide.net.in) 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.
2. Executives in the Corporate 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 security holders has been received.
3. Full details of the complaint or request are immediately thereafter informed to MIPL.
4. Corporate 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.
5. 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 MIPL.
6. Status Report is obtained periodically from MIPL in respect of various correspondences and complaints received by the Company directly or by MIPL.
7. The Company engages a practicing Chartered Accountant for carrying out Reconciliation of Share Capital Audit, Audit of delivery of share certificates within the prescribed time limit in pursuance of statutory requirements.
8. The Company has also constituted the Stakeholders Relationship Committee (SRC) which is responsible to examine and redress complaints by shareholders and investors. The Status of receipt, redressal and pendency of all the complaints are placed before the SRC and the Board.
9. MIPL being the Registrars and Transfer Agents (RTA) of the Company is primarily responsible to



resolve the investor's grievances. MIPL is responsible for discharging investor service functions effectively, efficiently and expeditiously.

10. The complaints received through Stock Exchanges are attended immediately.
11. All the investor complaints/grievance received online through "SEBI Complaints Redress System" (SCORES)/ Smart ODR are checked regularly and replied/resolved expeditiously.
12. The Company, in its Annual Report, also reminds the Investors to claim unclaimed dividends.
14. The Company has made available escalation matrix for shareholders to escalate their concern, the details of which are given in the Annexure to this Policy.
15. Further, the Contact information of the designated officials of the listed entity who are responsible for assisting and handling investor grievances is given in the Annexure to this Policy and also available on the website of the Company.

#### **GENERAL PRINCIPLE GUIDING CLASSIFICATION OF SHAREHOLDERS' COMMUNICATION**

- a. Multiple correspondence / communications or reminders received for the same matter within the stipulated turnaround time in the applicable rules and regulations for handling of the query / communication will be treated as one complaint.
- b. 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.



## Annexure to Investor Grievance Redressal Policy

### Escalation Matrix

#### 1. Level 1

**MUFG Intime India Private Limited (MIPL)**, RTA of the Company  
**(formerly Link Intime India Private Limited)**

Address: Noble Heights 1<sup>st</sup> Floor, Plot No. NH-2, C-1 Block, LSC Near Savitri Market, Janakpuri,  
New Delhi - 110058;

Contact no. : 011-49411000, 41410592, 93, 94

Email : [investor.helpdesk@in.mpms.mufg.com](mailto:investor.helpdesk@in.mpms.mufg.com)

Website : <https://in.mpms.mufg.com/>

OR

**SECRETARIAL DEPARTMENT** of the Company at

Address: SCO 49-50, Madhya Marg, Sector-26, Chandigarh-160019

Contact: 0172-2793112

Email id: [ssl\\_ssg@glide.net.in](mailto:ssl_ssg@glide.net.in)

#### 2. Level 2

The designated officials of the listed entity who are responsible for assisting and handling investor grievances is given as below and also available on the website of the Company: -

#### Compliance Officers of Steel Strips Wheels Limited

Name and Designation	E-mail Id	Address & Contact No
Ms. Kanika Sapra, Company Secretary	<a href="mailto:kanika.sapra@sswbindia.com">kanika.sapra@sswbindia.com</a>	SCO 49-50, Sector – 26, Madhya Marg, Chandigarh-160019, Tel No.: 0172-2793112

#### 3. In case still the complaint is not redressed upto the satisfaction of the investor, he/ she can lodge the complaint with the following authorities: -

Name	Email id for complaints	Link to the Online portal
BSE Ltd.	<a href="mailto:is@bseindia.com">is@bseindia.com</a>	<a href="https://bsecre.bseindia.com/ecomplaint/frInvestorHome.aspx">https://bsecre.bseindia.com/ecomplaint/frInvestorHome.aspx</a>
NSE	-	<a href="https://www.nseindia.com/complaints/file-a-complaint-online">https://www.nseindia.com/complaints/file-a-complaint-online</a>
SEBI SCORES platform	-	<a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a>
Smart Online Dispute Resolution (ODR) Platform	-	<a href="https://smartodr.in/login">https://smartodr.in/login</a>

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